

the Public Access area of the Erie County Water Authorities website which can be accessed by the General Public.

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NOTICE OF CLAIM FORM

ERIE COUNTY WATER AUTHORITY
295 MAIN STREET – ROOM 350
BUFFALO, NEW YORK 14203-2494
(716) 849-8465

Claimant(s) Name	ANN M. ZWICK		
Address	981 EAST & WEST Rd.	Cell Phone #	[REDACTED]
Email Address	[REDACTED]	Home Phone #	

Accident / Damage / Injury Location	March 11, 2024 981 EAST & WEST Rd.		
Date of Incident	3/11/2024	Time of Incident	7:45 a.m. (p.m.)
Police Contacted?	Yes (No)	Police Report Taken?	Yes (No)
Name of Police Agency	N/A		

PROPERTY DAMAGE CLAIMS ONLY

N/A if not applicable

If this is not your property, give the name and address of the owner:

Name			
Address		Zip Code	
Home Phone #		Work Phone #	

PLEASE ATTACH ESTIMATES

Repair Estimates	\$ 734.06	\$ 1,060.31 + home Depot receipts in annex
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PROPERTY DAMAGE AND PERSONAL INJURY WITNESSES

Name		Name	
Address		Address	
Phone		Phone	

Attach copies of Medical bills once submitted to health insurance or automobile insurance.

ONLY PROVIDE COPIES OF THE MEDICAL BILLS. DO NOT PROVIDE MEDICAL RECORDS WITH THIS CLAIM FORM.


Claimant's Statement (please print legibly and be specific):

ON 3/11/24 I NOTIFIED ECWA told them I see a small leak on water meter & NOT sure if I was supposed to call them or a plumber. Was told someone from Ecwa ~~would~~ would be out before 10:00 PM approx. 7:45 pm a man showed up. I escorted him to basement to water meter. He said ok no problem will take about 10 minutes. Approx 25 minutes later he asked me if I could come back into basement. I observed him nowhere near water meter but at my sump pump which there was no reason for him to be. With his hands on the white PVC told me sump pump is humming? He in my presence was shaking said PVC tubing turning blue had on another piece of tubing. I told him it has never made that noise that it did not when we were down there together nor a little while before when I started laundry. I purchased my home about 2.5 years ago & never an issue w/ sump pump or back up pump. After him messing around w/ sump pump & still humming he left. In the morning 3/12/24 I went into basement to check if still humming, not only was it still humming but my basement was flooding. The part on water meter the man fixed was spraying water quite heavily. I was panicked late for work, called Ecwa again explained to them what was occurring. They scheduled another appointment

All statements herein are made under penalty of perjury.

Add Additional Pages if necessary →

Date:


Claimant's Signature

STATE OF NEW YORK)
COUNTY OF ERIE)

ss:

On this 15 day of March 2024 before me personally appeared to me known, and known to me to be the same person described in and who executed the within instrument and he/she acknowledged to me that he/she executed the same.

MELANIE LYNN SCIME
Notary Public, State of New York
01SC6410723
Qualified in Erie County
My Commission Expires November 2, 2024


Notary Public

For that day between 4pm - 7³⁰pm

A guy Bill from ECWA came approx 4:00pm

I escorted him downstairs to water meter

He immediately told me he could not help me

that the part (gate valve) was homeowners

responsibility. I was freaking out. Bill stated

don't be upset w/ me; as I was a bit frantic

He advised me that if it were him to

have come the day prior he ~~would~~ would not

have touched that part. He explained

what he was able to fix and not able

to fix. I also told Bill that the other

guy was at my sump pump for no reason

shaking things turning switches, and that

he did so fairly aggressively. Bill said

he has NO idea why the other guy

would go to my sump pump nor what

he did as he was not there. He did state

he would NOT have done so.

Although Bill could not help or give me

any answers he went above + beyond

explaining everything to me; advised me

on what had to be done. He shut off

my water at the front of yard; took

meter off and told me he

Would be back after his other jobs and after my general contractor could remove + replace gate valve. He arrived back shortly after 8 pm when I was bailing water from sumpump to sink as nothing was working since the man on Monday broke sumpump.

After Bill attached meter he turned water back on. Water was quickly entering sumpump. Not sure exactly what Bill meant but he advised to shut water off until plumber could get here the following day. I was then forced to go to Home Depot approx. 9:45 pm to purchase a submersible water pump w/ automatic shut off + a hose to prevent water from backing up in sumpump and causing a flood. Bill said something to affect that if water was left on thousands of gallons of water would be pumped in??

On 3-13-2024 Osinski plumbing came to my home. He also did not know why ECWA guy would be near or touching any part of sumpump. From my understanding; whatever the guy from

Monday did to sump pump; he wedged the back up pump or a part of it against the primary pump which caused it to run continuously which burnt it out. After installing a new sump pump he discovered that the back up pump is also not working anymore. At this time he has not installed the back up pump but will have to do so soon because West Seneca often loses power which then in turn would lead to a possible flood as water still comes in and can not be pushed out.

Again I have never had an issue w/ sump pump until the man Monday w/out permission or cause messed with sump pump; and as for the meter according to Bill he should NOT have touched. Bill also showed me the large crack in gate valve that caused the flood in basement, which clearly was not there before. The guy Monday claimed to have fixed it. He did not fix a gasket as the woman told

me was on his work order or paperwork
As you can see in pictures he took
gate valve off and put new plumbers tape
and some Blue stuff where the small
Drip was coming from. I would believe
then when he put it back together he
tightened it way to much; causing
the large crack, which caused damage.

I know that if Bill the second guy
came first we would not have had

any issues as he appeared to be
by the Books, A Rule follower
unlike the first man, which please
do not get me wrong, he was not
Rude by any means he just put his
hands on things he had no right
to do.

I will email all Receipts invoices
pictures related to said claim.

I Look forward to your quick
Response in hopes that I do not have
any further issues

Respectfully