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Subject: [EXTERNAL] BILLING, why has billing policy changed AGAIN
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-For decades ECWA billed actual water usage to nearest 1000 gallon / qtr

-Then you started billing minimum usage of 4-5K / qtr which increased to 9K / qtr
AND I was paying for water I did not use!!!

-NOW 2026 bill appears to be based on actual water used to nearest K gallons but \$ amount is essentially the same as your 9K minimum policy.
What is billing policy?

I don't feel ECWA has been transparent in its billing for years, my use has been essentially the same & my bill has more than tripled
AND

I have spent yrs calling ECWA, NYS agencies + local & state resources to help implement a SENIOR WATER RATE similar to Cleveland,OH
Senior usage is lower due to less members in household, thus less water usage.