

C-14

Lancaster NY 14086  
December 16, 2025

Dear Erie County Water Authority Board of Commissioners,

On Friday November 21, 2025 I received a letter from the Erie County Water Authority stating the meter is not operating properly and requesting access to replace the defective meter. It also said to contact you before December 3, 2025. It arrived Friday after 4 so I could not call or contact anyone then. I was able to get through on Tuesday November 25, 2025. The customer service representative said you wait till 5 readings before you contact someone about a meter problem. I said you should not wait that long. She said it was my responsibility to let you know if the meter is not working. The water meter has a tag on it that says do not touch so I would not. Also, there are no numbers on it that I could find to read without touching it.

I told her I was quite concerned about owing too much money because I have to plan for my bills and set the money aside. I have heard stories about people owing large amounts of money to the water company. She said payment arrangements would be made. That was not the point plus interest would be assessed. Then I said I wanted to take care of this the right way so I don't have to worry about a large bill or an issue that needs to be taken care of costing more money. She then told me the first time they had someone available was Friday, January 16th. You wrote to me on November 19th to take care of this and you can't take care of it till January 16th as the first possible date.

Then I asked how I would know the person was from the water company, she said the techs had nametags but she did not know if they had to wear them. In today's world, no one should be sent to someone's house without proper identification.

A quote from your website states: "The ECWA operates solely to benefit its customers." Right now, I feel that is not happening with this situation.

Patricia Kenyon

