

From: [Andy Au](#)
To: [foil](#)
Cc: [Peter Sercia](#)
Subject: [EXTERNAL] Question regarding account 06/20/25
Date: Friday, June 20, 2025 11:04:26 AM
Attachments: [image334735.png](#)
[image064864.png](#)
[image806475.png](#)
[ErieCountyWaterAuthorityLOC.pdf](#)

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Good morning,

My name is Andy Au I work with the City of Fernandina Beach Utility Billing Department and I have one of your previous/current accounts (Jenna Sercia) trying to start up service with us. I spoke to an operator, Brittany and she wanted me to reach out to you directly.

Account: 60695480-1

Jenna Sercia

54 Contessa Ct

Town of Amherst

We received documentation that has the final date and amount owed (please see attached) however we just need a bit more information and I'm hoping you can help me out to help the Sercia family get their deposits successfully waived:

- 1.) In the past year has the customer had any late fees? If so how many?
- 2.) Has the customer been disconnected for non-payment?
- 3.) Was there any history of meter tampering?

Any assistance you can provide would be greatly appreciated.

Thank you and have a lovely weekend!

Andy Au
Customer Service Specialist



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