

Erie County Water Authority Board:

Chairman - Jerome D. Schad

Vice Chairman - Mark S. Carney

Treasurer - E. Thomas Jones

Secretary to the Authority - Terrence D. McCracken

Attorney - Margaret A. Murphy

Executive Engineer - Russell J. Stoll, P.E.

Chief Financial Officer - Karen A. Prendergast

Address:

295 Main Street

Buffalo, NY 14203

Assigned Claim Number 2019-034-Logan, Tonnie

To whom it may concern,

My name is Tonnie Logan. I was contacted by Erie County Water Authority by letter in 2019 advising me that I must allow access to my home to replace a water meter. I was sent multiple communications. I contacted the customer service number listed on the communications asking if this was a requirement because I did not want to have anything replaced inside my home. I was instructed by your customer service department that this was a requirement.

After changing the date to accommodate my work schedule, your installer arrived at my home on 4/3/19. I asked if he had any plastic covers for his boots before allowing him access. He said yes and put them on. I thought it unusual that he would not consider doing this on his own. He then asked me to direct him to where the water meter was. I took him to the basement and showed him where the water meter was. You can see from the photos below that the water meter sits directly behind the sump pump plug. I asked if he needed anything he said no. After some time he came upstairs. I asked how the install went and he said ok.

On 4/18/2019, I went into the basement to store something and saw that my entire basement was flooded. I contacted my plumber to see what had happened. When he arrived he found that the sump pump had been unplugged and was not plugged back in all the way, which resulted in my flooded basement. He asked if anyone had been in that area. I told him the Water Authority was just here and they had installed a new meter. He immediately stated they had unplugged the sump pump.

I discovered the water back up Thursday evening, April 18, 2019. I called the Erie County Water Authority on April 19, 2019 and asked to speak with a supervisor. I was told that no one was there due to observance of Good Friday. I asked who I should speak to after I explained my emergency and was given Anthony Alessi's name and contact number. I would have to wait to speak with someone until Monday due to the Easter weekend. I was transferred to Anthony's voicemail and allowed to leave a voicemail message. I then began the tedious clean-up process to try and limit the damage to my home and prevent mold. Not to mention spending my Easter weekend draining water and clearing a nightmare situation in my basement. Many items were discarded due to the concern of letting wet items stand.

On 4/22/2019 I still had not received a call from Mr. Alessi, so I kept calling until he answered. When he finally answered, I received no apology or empathy. Anthony told me he was backed up for at least thirty days. I asked him the process as I needed assistance to continue this clean up. He said to keep calling him back and eventually he would send me a form to fill out. I was so disturbed by that response that I contacted the customer service number that had arranged the installation.

When I called customer service I asked to speak with a supervisor and they asked why. I explained what happened. At that point they would not let me speak to anyone. I was told I had to go through Mr. Alessi. When I shared his comments about being backed up for thirty days and to keep calling back, I demanded to speak with a supervisor. They said none was available to speak with me. I explained that I would communicate to higher ups that I was denied access to a supervisor. They then said all they could do was transfer me to a voicemail. They did not tell me whose voicemail it was. I explained via voicemail how shocked I was at the treatment I received as a customer. I explained the instructions I was given to keep calling back.

Within a few hours I received a claims form. The form surprisingly stated that in order to file a claim with Erie County Water Authority, I was required to file a claim through my homeowners insurance first and send proof. I was immediately shocked and wondered how many other customers had experienced this. I contacted an attorney to seek assistance in the matter. It is unreasonable for the ECWA to demand that I file a claim with my homeowners insurance as it will likely result in a rise in my premiums which, I assume, the ECWA is not willing to reimburse me for in perpetuity.

This damage was done by the ECWA installer and is the ECWA's responsibility, not that of my homeowners insurance company. Additionally, I was asked by someone at the ECWA if I had seen the installer disconnect the sump pump. This is a ridiculous question. What person, when a workman comes to their home, goes in the basement, attic, or wherever, and watches the workman do their job? This question posed by the ECWA person was insulting. I was challenged when I requested assistance with

damages and how to submit a claim. This was insulting and an obvious effort to divert blame from the installer who improperly reconnected my sump pump after installing the water meter.

In addition, I was amazed that initially it was going to take Mr. Alessi a month to get me a claim form (until I complained on another individual's voicemail) but that someone in the ECWA's office had time to look me up on LinkedIn twice (please note the screenshot from my LinkedIn Premium enclosed). This made me leery of the request for my social security number and speaks volumes about the priorities of your employees. Not understanding the need for my social security number as well. According to your website, the ECWA "operates solely for the benefit of our customers". I am a customer. I do not feel benefited by the treatment I have received thus far. It also caused me to wonder how many other customers have had this type of experience.

I have included a list of damaged items. Many I have no receipts for, such as office supplies, tables, exercise equipment, carpet, vinyl tiles lifting, pictures, art work, several years of receipts etc. I did include photos to give you some visuals of the damage. Of course, I need to have access to water being a lifeline. I would like to resolve this matter as soon as possible. Please do everything in your power to make this situation right and to restore my faith in the ECWA.

Sincerely,

Tonnie Logan



Where your searchers work



Erie County Water Authority
Utilities

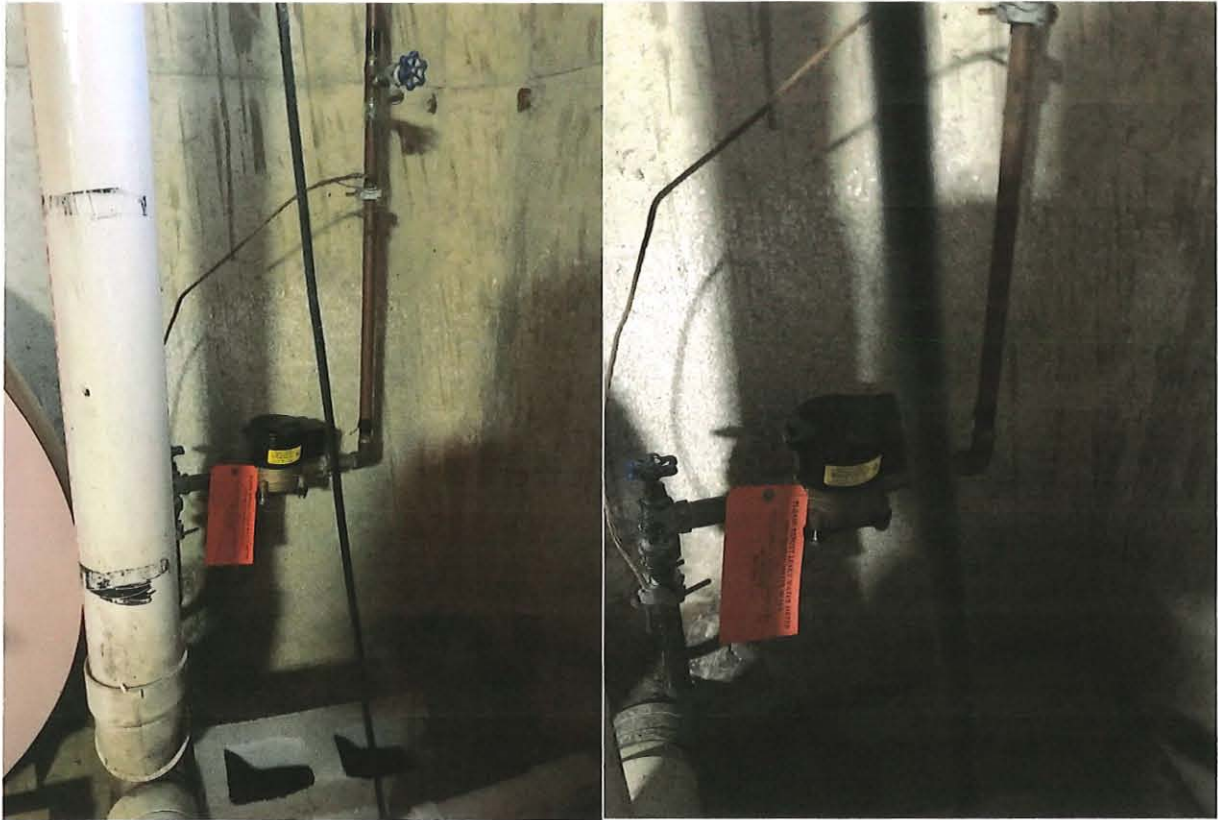
What your searchers do



100% | Claims Specialist

ECWA Summary of Damaged Items List

Conference table
Office supplies
Ink cartridges
Shoes
Clothes
Lighted Christmas tree
Lighted Wreath
Green Screen
Lighting
Christmas decorations
Halloween decorations
Green screens
Luggage
Bedding Sets
Carpet
Exercise equipment
Wood floor replacements
Wall hangings
Sewing Machine
Sewing Table
Vinyl flooring sections lifting
Several years of stored receipts







Jones Plumbing Co.
500 Schoelles Rd
Buffalo, NY 14228 US
(716) 636-0303
jonesplumbing6360303@gmail.c
om

Invoice 1133

BILL TO

Tonnie Logan
[REDACTED]

DATE
04/25/2019

PLEASE PAY
\$121.80

DUE DATE
04/25/2019

DATE	ACTIVITY	DESCRIPTION	QTY	RATE	AMOUNT
04/18/2019	Labor rate one mechanic	Plug sump pump back in Basement flooded Walked over to pump to inspect Found that the plug was not in Plug pump in all the way, zip tie it up	1	112.00	112.00T
SUBTOTAL					112.00
TAX					9.80
TOTAL					121.80
TOTAL DUE					\$121.80

THANK YOU.