

Margo Davis
328 Kings Hwy • Snyder • New York • 14226

✓Dr Jerome Schad, Chair
Peggy LaGree, Vice-Chair
Michelle M. Iannello, Treasurer
Erie County Water Authority
295 Main St, Room 350
Buffalo, NY 14203

Thursday, June 12, 2025

Dear Commissioners:

It has come to my attention via a customer service representative that the Erie County Water Authority has recently attained a new billing company. In that light, I thought I should bring the following timeline to your attention.

It occurs to me that this logistic and logical discrepancy may not have been brought to your attention.

June 11, I received my bill with return envelope.

June 19 is the listed due date.

Your customer service rep told that the **bills were mailed on June 4.**

This proves **late payment is inevitable.**

I was then informed that payment is **really due July 4 as a 15-day grace period has been added because of the short turn around.**

This is not stated. This new arrangement will be **logistically confusing to many, is illogical**, and I can only imagine the **added work for your customer service** people this will cause.

I write to you, as the representative could only refer me to the website where I found your names.

Could you please let me know how you plan to remedy this convoluted and restore the previous time frame? I traditionally received my bill by about the 20th of any month, with due date around the 3rd week of the next. Among other situations, many people, including me, are paid only once per month, normally the 1st, and need the time to budget. Many live pay period to pay period and hand to mouth with every intention of paying their bills and this may well cause issue.

I hope this helps you. I'm trying to be part of a solution, not a problem.

I look forward to hearing from you. Please do not simply send a form letter.

Thank you,
Margo Davis

