

August 11, 2021

Erie County Water Authority
Commissioner. Jerome Schac
295 Main St. Rm. 356
Buffalo, New York 14203

Dear Commissioner:
RE: Bill/204 Sherbrooke Avenue Williamsville
Account NO#: 37341604-9

My complaint stems from the fact that I am being over charged for water that has never been used for a household of 3 whom do not take showers or baths daily. We may wash clothes 2 times out of a week. In addition there are no leaking toilets, faucets, or pipes. The water bill for periods 3/4/21 to 6/3/21 had significantly increased to \$671.07 and currently jumped to an astonishing, mind-blowing, \$738.18. This billing cycle contains 182,000 gallons of usage. In June I spoke with an ECWA Rep., that implied I must have something leaking or was not aware of my water usage???

The last bill cycle 12/3/20 - 3/4/21 totaled the amount of \$200.98 in which \$206.08 was received by the company. Last billing cycle payments go as follows: March 29th, 2021 payment of \$150 was provided and May 10, 2021, \$56.08 was provided. The water usage for that period was a 33,000 gal. My past history of water usage explains itself. There seems to be a miscalculation of the current bill and usage of water.

I have just commenced with a job after returning from months of assisting my ill uncle, paying for extensive medical bills, and am struggling to make ends meet. This bill came out of "left field" and the water usage charged is that of a "car wash" facility. I am seeking to have this matter analyzed and I am willing to provide all documentation receipts relative to this issue. Most importantly, I am seeking an adjustment on the current bill.

Sincerely,



Alicia Quinn
Accountholder

QUARTERLY STATEMENT

Account Number	37341604-9	
Billing Date	06/03/2021	
Billing Period	03/04/2021 TO 06/03/2021	
	91 Days	
Meter Number	81094458	
For Service at	204 SHERBROOKE AVE WILLIAMSVILLE NY	
Amount Due	\$671.07	
Due Date	Jul 2, 2021	
Meter Read Information		
Present	1,763,000	ECWA Rding
Previous	1,581,000	Estimated
Gallon Usage	182,000	
Summary		
Amount of Last Bill	\$200.98	
Payments Received, Thank You!	\$206.08	
Previous Balance Due	\$-5.10	
Current Water Charges		
182,000 @ 3.57/thous	\$649.74	
Other Charges		
Infrastructure Invest Charge	\$21.33	
Late Charge	\$5.10	
Total Current Charges	\$676.17	
Previous Balance Due	\$-5.10	
Total Amount Due	\$671.07	
To avoid a 10% late charge on the current bill, payment must be received by Jul 12, 2021.		

Contacting ECWA

Office Hours M-F 8am to 5pm
Office (716) 849-8444
Fax (716) 849-8467
Emergency Phone (716) 684-0900
www.ecwa.org

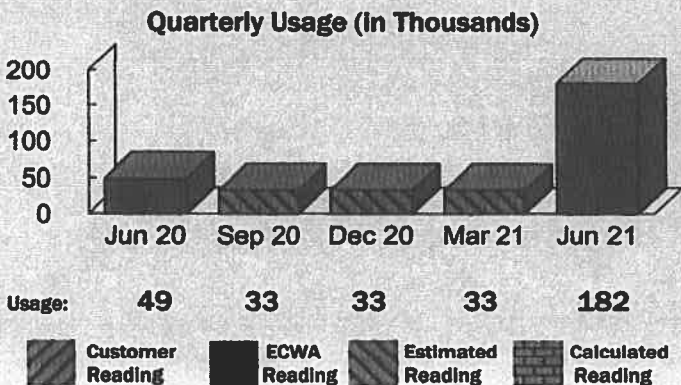
This account is enrolled in ECWA Online under
ALICIAQUINN122@GMAIL.COM

Messages

ECWA's 2020 Annual Water Quality Report is available on our website at www.ecwa.org

During the current State of Emergency declared by New York State, we will not be accepting any cash payments at our Erie County Water Authority office at 295 Main St, Rm 350 in the City of Buffalo.

If you are having trouble paying your bill, please go to our website at www.ecwa.org for the latest COVID-19 Alerts including the Fact Sheet for Utility Customers concerning the Moratorium on Utility and Municipal Shutoffs.



RETURN THIS PORTION WITH PAYMENT



Erie County Water Authority
 PO Box 5148
 Buffalo, NY 14240-5148

Phone: (716) 849-8444 Office Hours: M-F 8am To 5pm



ACCOUNT NUMBER	
37341604-9	
AMOUNT DUE	\$671.07
DUE DATE	Jul 2, 2021
AMOUNT ENCLOSED \$	

For Service at 204 SHERBROOKE AVE
 WILLIAMSVILLE NY

CHECK HERE IF ADDRESS OR TELEPHONE NUMBER HAS CHANGED.

1 AV *A-01-ZTG-AM-02842-8



ALICIA D QUINN
 204 SHERBROOKE AVE
 WILLIAMSVILLE NY 14221-4638



2803



ERIE COUNTY WATER AUTHORITY
 PO BOX 5148
 BUFFALO NY 14240-5148

373416049000067107

PAYMENT REMINDER

Account Number	37341604-9
Date of Notice	07/19/2021
For Service at:	204 SHERBROOKE AVE WILLIAMSVILLE NY
Amount Due	\$738.18
Due Date	Aug 3, 2021

WHY DID I GET THIS NOTICE?

Your account is past due.

WHAT IF I CANNOT PAY THIS AMOUNT?

Please call one of our customer service representatives at (716) 849-8444 to request a payment arrangement. Arrangements are available at the discretion of the Erie County Water Authority based on your account history.

WHAT IF I DISPUTE THE AMOUNT OF MY BILL?

Promptly call one of our customer service representatives at (716) 849-8444 to discuss the basis of your dispute. Please be prepared to supply information and documentation if you have a payment dispute.

WHAT HAPPENS IF I DO NOT PAY MY BILL OR MAKE A PAYMENT ARRANGEMENT?

If you do not submit a payment or make a payment arrangement, your service could be subject to termination and your water service could be discontinued in accordance with the Erie County Water Authority Tariff (Section 2.32 Discontinuance of Water Service) and other applicable local and state laws and regulations. You can review the Tariff from our website at my.ecwa.org/pdf/ECWA_Tariff.pdf

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1 AV *A-01-MLK-BM-00288-1



ALICIA D QUINN
204 SHERBROOKE AVE
WILLIAMSVILLE NY 14221-4638



2774



ERIE COUNTY WATER AUTHORITY
PO BOX 5148
BUFFALO NY 14240-5148

373416049000073818

ACCOUNT NUMBER	
37341604-9	
AMOUNT DUE	\$738.18
DUE DATE	Aug 3, 2021

AMOUNT
ENCLOSED \$

For Service at 204 SHERBROOKE AVE
WILLIAMSVILLE NY

QUARTERLY STATEMENT

Account Number	37341604-9		
Billing Date	03/04/2021		
Billing Period	12/03/2020 TO 03/04/2021		
	91 Days		
Meter Number	81094458		
For Service at	204 SHERBROOKE AVE WILLIAMSVILLE NY		
Amount Due	\$200.98		
Due Date	Apr 2, 2021		
Meter Read Information			
Present	1,581,000	Estimated	
Previous	1,548,000	Estimated	
Gallon Usage	33,000		
Summary			
Amount of Last Bill	\$324.93		
Payments Received, Thank You!	\$275.00		
Previous Balance Due	\$49.93		
Current Water Charges			
10,000 @ 3.36/thous	\$33.60		
23,000 @ 3.57/thous	\$82.11		
Other Charges			
Infrastructure Invest Charge	\$20.94		
Late Charge	\$14.40		
Total Current Charges	\$151.05		
Previous Balance Due	\$49.93		
Total Amount Due	\$200.98		
To avoid a 10% late charge on the current bill, payment must be received by Apr 12, 2021			

Contacting ECWA

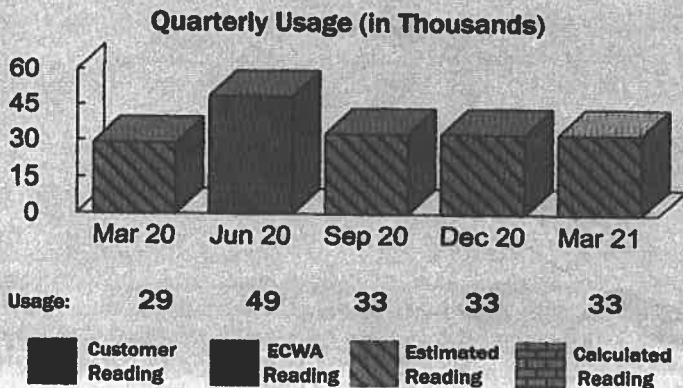
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CHECK HERE IF ADDRESS OR TELEPHONE NUMBER HAS CHANGED.

1 AV *A-01-S2S-AM-02869-8

ALICIA D QUINN
204 SHERBROOKE AVE
WILLIAMSVILLE NY 14221-4638



2803

AUA RE 6001289593



ACCOUNT NUMBER	
37341604-9	
AMOUNT DUE	\$200.98
DUE DATE	Apr 2, 2021

AMOUNT ENCLOSED \$ 150-

For Service at 204 SHERBROOKE AVE
WILLIAMSVILLE NY

3-29-21

ERIE COUNTY WATER AUTHORITY
PO BOX 5148
BUFFALO NY 14240-5148

373416049000020098