

FOR the BOARD & "CEO" of:  
 Erie County Water Authority  
 295 Main St. - Rm. 305  
 Buffalo, New York 14203-2494

January 31, 2020

To whom it may concern,

Today I called customer service & I spoke with a very nice lady. She could not help me & she advised me to write to the board. Few yrs. ago (like 4 yrs. ago) I was told the same, but then I didn't write.

Now I am very upset. I want to PROTEST that this company is NOT FAIR! they are very wrong to charge customers (like me) for the water that I did NOT use. Any other utility companies charge only for what we use (from month to a month basis.)

I was told today & before that even if I don't use 9000 gallons of water I still have to pay for 9000 gallons. This is SO UNFAIR!! IT IS WRONG!! IT'S SO WRONG.

In this last quarter I was away from my home for 30 days (Nov. 25<sup>th</sup> - Dec. 25, 2019) & my bill was (as you can see under my above # account) for \$49.29. WHY? WHY now is 3¢ more? I paid my last bill this January 27, 2020 w/ check # 1386 & I used up only 6000 gallons of water.

Please check into this BIG PROBLEM. & I should get <sup>some</sup> money back <sup>ON IT!</sup> for up to last 4 yrs that I was overcharged for water. YOU HAVE TO CORRECT THIS PROBLEM!

Thank you for your time.

Sincerely,

Cvetka Jovanovsk.  
 (Cvetka Jovanovski).