

July 17, 2020

Mr. Jerome Shad  
ECWA  
295 Main St.  
Buffalo, NY 14203

Dear Mr. Shad,

Reference is made to attached letter and bill from ECWA.

I am very upset over what I am reading. When I received the letter dated July 7 informing me of my excessively high reading, I got very concerned. I immediately called my plumber (AND ECWA) and he came to my home Tuesday, July 14, and did a thorough inspection and found NO leaks. *8,000 THOUSAND GALLONS ?? FOR JULY ???*

He read the meter and at that time it was 33227445 and the flow rate was ZERO.

I have NO outside water for hoses. I had it turned off last Winter. I have NO sprinklers, no pools and I don't even water my flowers as I don't have my hoses hooked up.

The water to upstairs bathroom and toilet is shut off since I don't use the upstairs.

I had two major surgeries this year, the latter being July 7th, and every time I leave my home for an extended time, I have the water completely shut off for the entire house. Also, I was not even allowed to shower during July due to my eye surgery.

I have done little washing in my washing machine as it has not worked property for months. I do use my dishwasher.

I am a 70 year old widow, blind in one eye and on a limited budget. I am the only one living in this house. My husband, Thomas Yaeger, passed away March of 2013 but I see his name is still on the invoice.

I took a reading this morning and meter read: 33263392.

People have asked me if people are tapping into my water and that would be impossible since the outside access is turned off and I know my neighbors very well.

I did notice a neighbor directly across the street from me, who has an inground pool, always seems to have a long hose coming from his pool, and he inserts it in his lawn in front of his home on the N. Creek side.

Could I need a new meter? Is the water pressure set at a certain rate?

7/17/2020

My plumber came BACK here, yesterday, Thursday, July 16, to fix a pipe in my sump pump. A pipe broke while I was home so I was lucky he could come by and fix it. I have a BATTERY back up sump pump.

Again, he assured me my house has NO leaks.

Baasement is dry.

No leaking faucets.

His name is Luke Hallick and owns Modern Plumbing. I have been using him for 7 years and he is very qualified.

His phone number is: 680-2175.

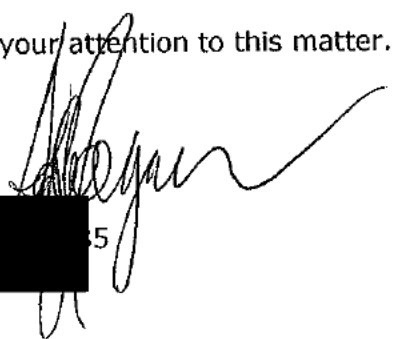
This plumbing cost and now the ECWA bill is costing me a lot of money.

If you feel the \$291.07 bill is non-negotiable, please advise and I will pay it immediately.

Thank you for your attention to this matter.

Sincerely,

Gayle Yaeger

A handwritten signature in black ink, appearing to read 'Gayle Yaeger', written over a black rectangular redaction box.

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# QUARTERLY STATEMENT

Account Number	60514507-1
Billing Date	07/01/2020
Billing Period	04/01/2020 TO 07/01/2020
	91 Days
Meter Number	94454853
For Service at	1372 STANTON DR LAKE VIEW NY
Amount Due	\$291.07
Due Date	Jul 23, 2020
<b>Current Water Charges</b>	
Present	325,000 ECWA Reading
Previous	244,000 ECWA Reading
Galton Usage	81,000
Amount of Last Bill	\$48.87
Payments Received, Thank You!	\$50.00
Previous Balance Due	\$-1.13
<b>Current Water Charges</b>	
81,000 @ 3.36/thous	\$272.16
Other Charges	
Infrastructure Invest Charge	\$20.04
<b>Total Current Charges</b>	<b>\$292.20</b>
Previous Balance Due	\$-1.13
<b>Total Amount Due</b>	<b>\$291.07</b>
To avoid a 10% late charge on the current bill, payment must be received by Aug 2, 2020.	

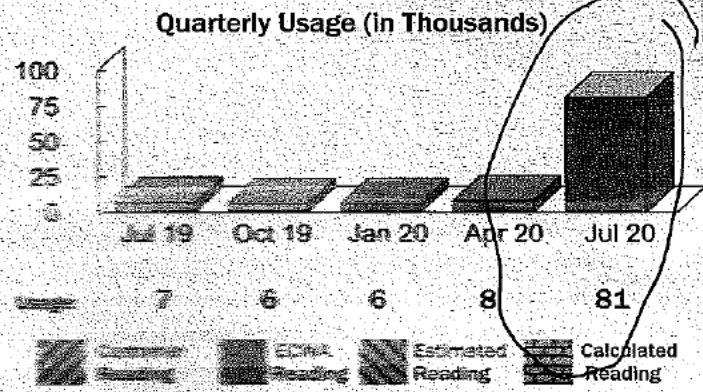
**Contacting ECWA**  
 Office Hours M-F 8am to 5pm  
 Office (716) 849-8444  
 Fax (716) 849-8467  
 Emergency Phone (716) 684-0900  
[www.ecwa.org](http://www.ecwa.org)


Please visit [www.ecwa.org](http://www.ecwa.org) to enroll in ECWA Online.

**Messages**

ECWA's 2019 Annual Water Quality Report is available on our website at [www.ecwa.org](http://www.ecwa.org)

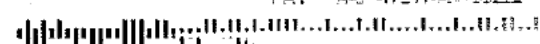
During the current State of Emergency declared by New York State, we will not be accepting any in-person cash payments at our Erie County Water Authority office at 295 Main St, Rm 350 in the City of Buffalo.

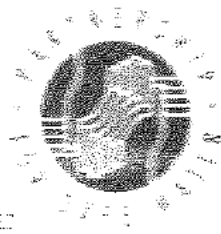


 Erie County Water Authority  
 PO Box 5145  
 Buffalo, NY 14241-5145

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


CHECK HERE IF ADDRESS OR TELEPHONE NUMBER HAS CHANGED

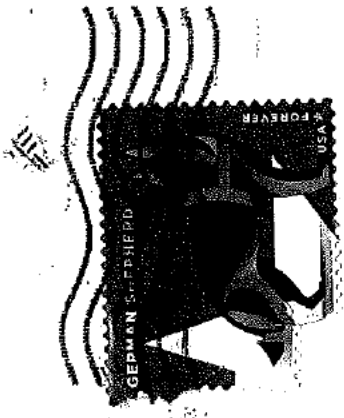
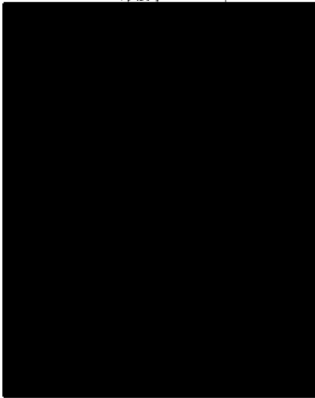
1 4 5 1 4 5 0 7 - 1 3 7 2 S T A N T O N D R L A K E V I E W N Y  
  
 THOMAS J YEAGER  
 GAYLE E YAEGER



<b>ACCOUNT NUMBER</b>	
[REDACTED]	
<b>AMOUNT DUE</b>	\$291.07
<b>DUPLICATE</b>	Jul 23, 2020

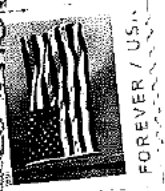
AMOUNT ENCLOSED \$  
 For Service at 1372 STANTON DR LAKE VIEW NY

  
 ERIE COUNTY WATER AUTHORITY  
 PO BOX 5145  
 BUFFALO NY 14240-5148



ROCHESTER NY 144

18 JUL 2020 21:31



MR. JAMES SHAD  
E. C. W. A. STREET  
295 MAID STREET  
BUFFALO, NY 14203