



# County of Erie

**Mark C. Poloncarz**  
County Executive

**OFFICE OF PUBLIC ADVOCACY**  
**OFFICE OF CONSUMER PROTECTION**

**KAREN L. KING, PhD**  
Commissioner of Public Advocacy

**JESSICA POLEON**  
Director of Consumer Protection

**TELEPHONE:** (716) 858-6169  
**FAX:** (716) 858-8311  
**EMAIL:** ConsumerProtection@erie.gov

September 3, 2021

Erie County Water Authority  
Attn: Mr. Jerome D. Schad, Chair  
295 Main St, Room 350  
Buffalo, New York 14203

Dear Mr. Schad,

This letter is to notify you that a consumer complaint has been filed with our office against the Erie County Water Authority by Julie Koscielny.

The complaint against your company indicates:

Throughout the previous quarter, 2/1/21 to 5/3/21, Erie County Water Authority conducted maintenance and repair work around and about her home. The consumer advises that there was a water main break that had to be repaired. A fire hydrant was also installed, resulting in the consumer's yard being dug up. The consumer denies having any repair work done at her home or having any leaks. She has attempted to resolve this matter with supervisor Steven D'Amico who has advised her that the meters do not fail and that the reading of her water usage would be accurate for her home. The consumer and one additional individual reside at the location.

- *Please advise when the repair work around 47 Dennis Lane, Cheektowaga, NY, commenced for the Erie County Water Authority?*
- *Please advise how the water consumption returned to normal as soon as the maintenance/repair work by Erie County Water Authority concluded at her home? Ms. Koscielny's next bill went back to her normal range between 5,000- 9,000 gallons of water each quarter.*
- *Please advise how 343,000 gallons of water which is more the 38 times the typical usage for this residence, and where it could have gone? Ms. Koscielny's home would be flooded as well as the entire neighborhood if 343,000 gallons of water were used.*
- *Please review the recorded phone conversation from April 19, 2021, when Ms. Koscielny had to contact Erie County Water Authority regarding the water being off at her home. The individuals repairing the water lines from Erie County Water Authority had advised her the water would not be turned off unless they made a mistake.*

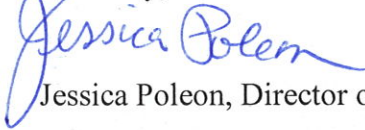
- *Supervisor Steven D'Amico has advised that the water meters are not faulty, nor do they break down. The consumer had to have used 343,000 gallons of water. She could have one of the following: leaving her hose on from watering her grass or flowers, a leaky faucet, a sump pump that continuously runs, a faulty hot water tank, or an issue with the furnace. An investigation was opened, and Ms. Koscielny was advised not to pay the bill until the investigation concluded. A man was sent to her home, looking to see if she had any recent repair work. I instructed Ms. Koscielny to forward her normal bill amount while this dispute is under investigation.*
- *Has the meter been swapped out and inspected for malfunctioning or malice?*

The consumer seeks to review and adjust her current water bill, Account # 21608101-2; the bill from 2/1/21 to 5/3/21 adjusted from 343,000-gallons of water used to reflect 9,000 gallons of water used for this period to resolve this complaint.

Would you please advise your position on the complaint? If you've had any communication with the consumer and what, if any, offers were made. Please include any supporting documents for us to review for us to assist with a resolution.

If you have any questions regarding this complaint, don't hesitate to contact my office directly, 716-858-6169.

Sincerely,



Jessica Poleon, Director of Consumer Protection

# QUARTERLY STATEMENT

Page 1 of 1

Account Number	21608101-2
Billing Date	2/01/2021
Billing Period	11/01/2020 TO 2/01/2021 92 Days
Meter Number	89884708
For Service at	47 DENNIS LN CHEEKTOWAGA NY
Amount Due	-\$5.32
Due Date	DO NOT PAY
Meter Read Information	
Present	540,000 ECWA Rding
Previous	531,000 ECWA Rding
Gallon Usage	9,000
SUMMARY	
Amount of Last Bill	-\$57.27
Payments Received, Thank You!	\$ .00
Previous Balance Due	-\$57.27
Current Water Charges	
Minimum Charge	\$31.24
Other Charges	
Infrastructure Invest Charge	\$20.71
Total Current Charges	\$51.95
Previous Balance Due	-\$57.27
Total Amount Due	-\$5.32

**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

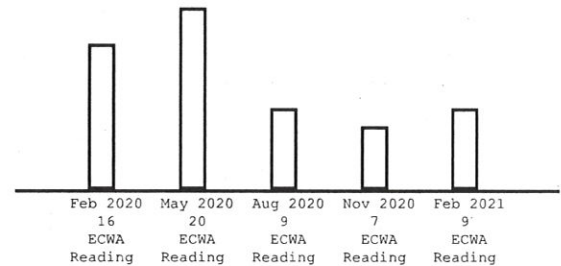
This account is enrolled in ECWA online under  
DEANALLEN10@AOL.COM

## Messages

ECWA's 2019 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 in-person cash payments at our Erie County Water Authority office at 295 Main St, Rm 350 in the City of Buffalo.

## Quarterly Usage (in thousands)



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

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



## ACCOUNT NUMBER

21608101-2

Amount Due -\$5.32

Due Date DO NOT PAY

Amount

Enclosed \$

For Service at 47 DENNIS LN  
CHEEKTOWAGA NY

JULIE KOSCIELNY  
47 DENNIS LN  
CHEEKTOWAGA NY 14227-1301

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

216081012000000000



# QUARTERLY STATEMENT

Page 1 of 1

Account Number	21608101-2	
Billing Date	5/03/2021	
Billing Period	2/01/2021 TO 5/03/2021 91 Days	
Meter Number	89884708	
For Service at	47 DENNIS LN CHEEKTOWAGA NY	
Amount Due	\$1,240.52	
Due Date	May 25, 2021	
Meter Read Information		
Present	883,000	ECWA Rding
Previous	540,000	ECWA Rding
Gallon Usage	343,000	
SUMMARY		
Amount of Last Bill	-\$5.32	
Payments Received, Thank You!	\$.00	
Previous Balance Due	-\$5.32	
Current Water Charges		
343,000 @ 3.57/thous	\$1,224.51	
Other Charges		
Infrastructure Invest Charge	\$21.33	
Total Current Charges	\$1,245.84	
Previous Balance Due	-\$5.32	
Total Amount Due	\$1,240.52	
To avoid a 10% late charge on the current bill, payment must be received by Jun 4, 2021.		

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JULIE KOSCIELNY  
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PO BOX 5148  
BUFFALO NY 14240-5148

216081012000124052

# QUARTERLY STATEMENT

Page 1 of 1

Account Number	21608101-2	
Billing Date	8/02/2021	
Billing Period	5/03/2021 TO 8/02/2021 91 Days	
Meter Number	89884708	
For Service at	47 DENNIS LN CHEEKTOWAGA NY	
Amount Due	\$1,418.03	
Due Date	Aug 26, 2021	
Meter Read Information		
Present	888,000	ECWA Rding
Previous	883,000	ECWA Rding
Gallon Usage	5,000	
SUMMARY		
Amount of Last Bill	\$1,240.52	
Payments Received, Thank You!	\$.00	
Previous Balance Due	\$1,240.52	
Current Water Charges		
Minimum Charge	\$32.13	
Other Charges		
Infrastructure Invest Charge	\$.21.33	
Late Charge	\$124.05	
Total Current Charges	\$177.51	
Previous Balance Due	\$1,240.52	
Total Amount Due	\$1,418.03	
To avoid a 10% late charge on the current bill, payment must be received by Sep 5, 2021.		

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JULIE KOSCIELNY  
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216081012000141803

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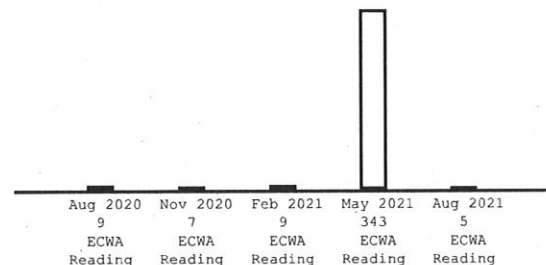
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