

**EMAILS RECEIVED FOR CITY COUNCIL BILL 21-0007R:**

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Honorable Council Members,

My concern is that there appear to be overcharges which I am unable to get the water department to admit. Homes with more occupants than mine have lower bills and periods when I know I should have higher bills the bills are lower. I have my system checked for leaks and none are located.

The other matter is that charges for sewage and bay are twice high as the water usage. As a senior citizen, I wish to pay my fair share but I question the equity of the charges.

I thank you for considering this input.

Rosalind Griffin

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From: Marcia Amith <marciaamith7@gmail.com>

Subject: Re: Testify at the Water Billing Hearing 3/25 at 2pm

Date: March 22, 2021 at 3:42:31 PM EDT

To: "Jayalal, Vidushani D. (City Council)" <Vidushani.Jayalal@baltimorecity.gov>

Thank you for your concern.

We have questioned the amount of our water bills many times. Having been unable to contact the Water Dept., we called your office. When you contacted the Water Dept., they called us immediately. The first time, a Ms. Brooks asked us to do some tests with dye. We did this and reported back to her. Nothing appeared to be wrong! She then was going to have our meters checked and said that we would be informed of the results.

This never happened!

Our second call to your office this year was quickly responded to after you contacted them. This time we were asked to monitor frequencies and times of flushing for several days. Ms. Brooks was to call us back to get our results. She has not called.

In the past, we were also asked to have a plumber check the integrity of our water usage. We incurred this expense and reported that he found nothing wrong.

We are frustrated by our compliance with the Water Departments requests and then getting no feedback.

Thank you again.

Marcia and Avraham Amith

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Thank you, Councilman Conway, for introducing this bill and for your willingness to take on the billing issues in the Water Department of the DPW. I have two unresolved water billing issues.

#### **First Issue**

The first billing error occurred immediately upon moving into my current home at 714 Cedarcroft Road, 21212 in October 2014. I made a \$125.70 payment for the Fourth Quarter of 2014 that has never been credited to my account. A \$6.29 penalty was added to the June 1, 2015 bill for a total of \$131.99. In the Third Quarter of 2015 my account was placed in Collections. A representative of the Collections office advised me to pay the amount again so that when the error was identified my account would be credited.

Under duress, I repaid the purportedly outstanding amount (\$131.99) however a credit for the error was not applied to my account.

#### **Second Issue**

This error involved an incorrect meter reading. My 4/26/18 bill totaled \$350.64 based on a reading of 23,188 gallons of water having been consumed. Ms. Anita Taylor Customer Operations Manager reviewed my account and informed me that over a four-day period in February 2018, I had used 21,000 gallons of water "continuously"- an amount she insisted was in line with my average usage. I explained to Ms. Taylor that I am a senior female and the sole occupant of my home and that it is unfathomable that I had consumed this much water in a four day-period of time and furthermore, I had been out of town during that period, leaving my house unoccupied.

To illustrate to Ms. Taylor the absurdity of her claim, I pointed out to her that to have consumed 21,000 gallons of water, my toilet would have had to have been flushed 10,472 times over those four days and that twenty-one thousand gallons of water would fill a swimming pool measuring 18 feet by 36 feet with an average depth of five feet.

As an alternative I paid \$110.00 an amount consistent with charges I had incurred over the previous twelve-month period leading up to the bill in question. I informed Ms. Taylor of my decision in a letter; copy attached.

Sincerely,  
Kathy Scholl  
Ph: 667 212-3276

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I have had water billing issues since 2003 when a neighbor and I received outrageous bills. I believe mine was \$400. After a couple of months of working with Bill Henry the Bill was finally changed to its proper amount.

Starting about three years ago, when we started getting unimproved land sewer taxes I had been credited for the house bill payment and 3088 but not 3094. So every month my bill would show not paid and be doubled the next month with late fees. I called to no avail. I went down to Holliday Street where a copy of my paid online bill payment showed the bill was paid. But this continued. I was saved by the ransomware attack. But three months ago the missing acknowledgment of paid bills started again. I have no intention of spending my life running down to Holliday Street with proof of payment.

Would you like printouts of the above?

Is it possible to consolidate my three property pieces into one?

I am Suzanne Lebovit.

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