

rates

Paul Fugazzotto

Sent: Sunday, April 17, 2016 12:36 PM**To:** WATERINFO

From: Roberta Balsam, MA**Sent:** Friday, April 15, 2016 10:26 AM**To:** WaterRateBoard**Subject:** rates

I am a social working with older adults living in Northwest Philadelphia. The situation with the water department is out of control. The water bills I have seen are enormous and NOW you want to raise rates even more. Many of the Philadelphia residents are barely making it now. I know there is a discount for qualified seniors but even with this it is not enough. Also the discount is not well publicized. I think the water department is one of the worse departments in the city of Phila. I would be happy to discuss this further. I have an entire file trying to help seniors get what they deserve and what I have seen is that the disorganization and the amount of duplicate paperwork that goes out and that is still incorrect is astounding. Perhaps you should start internally to reorganize the department and with all the money that could save maybe you won't have to raise rates and you can provide real customer service.

Sincerely,

Roberta Balsam, MA
Social Services Supervisor
UUH Outreach Program