

FW: Water Rate Increase

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To: #Z dwhUdwhErdug>#

Subject: #Z dwhUdwh#qfuhdvh

Dear Sirs: This is a large increase in cost. We are already bearing a large increase in property taxes, which is more onerous for the low-income homeowner, of which I am one. The increase would come out of money needed for other necessities, in my budget. I strongly oppose this increase.

Here are some suggestions to improve efficiency:

Offer online billing to save postage costs

Make sure staff starts works and ends work on time (There are sometimes a few minutes at the beginning and end of the day when staff are unavailable by phone)

Hold staff accountable for errors which cost administrative and customer time. (I recently had checks deposited into the wrong account, and then I was re-billed for the same charges. This took many long phone calls to resolve.)

Have online feedback so that the customer experience when calling the Water Department is known and staff are held accountable.

Send a short pamphlet to all the city households outlining ways to save on water consumption

Use points from recycling credits as credit on water bills; Use recycled materials sold to help defray water department costs

Alert customers by e-mail if a steady leak is detected in their system; the water department would benefit if these leaks were stopped.

Thank you very much for your consideration.

Sincerely, Elizabeth Heller
Phila, Pa. 19127