

April 13, 2016

Dear Phila. Water, Sewer, and Stormwater Rate Board:

My name is Lois Stewart, and I live at 3322 W. Allegheny Ave. I testified at the public input hearing on April 7<sup>th</sup> at City Hall. I am writing to the Water Rate Board today in response to the Water Department's statements about my case at the technical hearing on April 12<sup>th</sup>. CLS has informed me about what was said, and I felt the need to respond. Water Revenue may feel that they "resolved" my case, but that is not the reality.

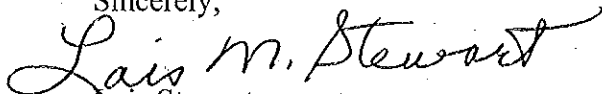
CLS informed me of Water Revenue's offer to bring me back down to a \$34 a month plan under WRAP. I chose to still speak at the public input hearing at City Council because I was still very dissatisfied with Water Revenue's response for two reasons.

First, it was because the \$34 a month offer applied only for the remaining six months in the year-long WRAP plan, and did not apply to the past six months, when my WRAP payment was \$66 a month. I have been trying to resolve this issue ever since I received the so-called WRAP approval in October 2015. Justice delayed is justice denied!

Second, as I stressed at the hearing, I want an explanation for the \$66 a month amount. My statement of last week explained how using more water during a few summer months should not mean a doubling of my payment amount, because my water use in the other months were considerably lower and balance out the summer usage. I calculated my average bills for the last 12 months and they were much lower than \$66.

Due to these reasons, I consider my case unresolved and plan to request an informal hearing with WRB or TRB. I want the \$34 a month offer to be applied retroactively, and I want Water Revenue to explain the \$66 a month payment plan. I am not yet satisfied as a water customer.

Sincerely,

  
Lois Stewart