

Steven Liang

From: Alexander Serio <alexander.serio@gmail.com>
Sent: Wednesday, March 15, 2023 4:31 PM
To: WaterRateBoard
Subject: March 22 Hearing on Water Rate Increases

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To Whom It May Concern,

I want to be heard at the March 23, 2023 meeting. My phone is
comments below.

Or you can pass along my written

My wife and I own the property at Philadelphia, PA 19128.

We have several concerns:

1.) We had a new water meter installed over a year ago per the notice left on our door. However, in 2023, we got a shutoff notice unless we replaced the meter with a new one, even though we already had one installed. We scheduled with your contractor to have him come look. When he arrived, he was on his phone, and didn't answer any of our questions as to why there was a second visit. He just said, you already have new meter and left. His visit was March 3. Then, on March 9, I started getting phone calls to change the meter again. If there is a need to raise rates, how can you pay a contractor to do work and make calls for projects that are already completed? I think there would be more budget if the current resources were better managed.

2.) We applied for permits to fix leaking drains in our yard, and for a new water line in. It took MONTHS to get a permit to get the drains fixed, meanwhile our foundation was sinking, decreasing our property value on which we pay recently increased taxes to the city.

I think it is unacceptable for a rate increase when the department cannot currently manage its resources and is wasting money by repeating work and paying contractors to make calls and house visits on projects that have already been completed.

Best,

Alex