

Rate increase

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To:WaterRateBoard <waterrateboard@Phila.gov>

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For a public utility u have a lot of nerve asking for a rate increase after u whacked many of us paying customers with this " estimated" / actual charge of \$432.00 last month under the disguise of a new water meter !!!! Whomever is in charge over the PWD runs the Utility like a drunken sailor!!! For any company not to get PAID the same month it renders a service to a customer is a terrible way to run a business....but u let it go 9 months and supposedly underestimated billing. Then u come back for a MONEY GRAB 9 months later with a "supposedly" accurate bill. How does the average customer know that his billing is correct when u waited this long??? Like i said i'm just one small customer but i'm positive this happened to many people (i asked some neighbors). And I think PWD is providing good water (i like the water out of the tap) but your billing dept is another story which needs some investigative reporting!!! Respectfully , JD