

From: [Stephanie Teran](#)
To: [Statements](#)
Subject: Statement of Position Submitted by Stephanie Teran
Date: Friday, December 18, 2020 1:37:18 PM

Statement of Position Submitted

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Docket

W-218, SUB 526

Message

I am contacted regarding the astronomical rate increase in my fixed water bill charges. The following are my concerns and questions: 1. The percentage rate increase experienced between your average and/or November and December bills to address the unprecedented rate hike. This was over \$40 fixed charge per month increase. 2. The documents sent via USPS in February/March 2020 and July 2020 were confusing and lacked an honest representation of what the new charges might look like; and that they do not reflect the outrageous increase you were then charged once "finalized" 3. Why did we receive announcements earlier this year via USPS but no prior warning of the actual/finalized rate increase until it was simply affixed to our December 2020 bill? 4. Why wasn't the rather clear cut section called "Impact on Average Residential Bill" from Page 6 of the recent Appendix B-1 documentation included in the previous mailers from earlier this year? This obviously showed the drastic difference in pricing but yet is nowhere to be found in their earlier announcements we all received. The document that was sent out in Feb/March 2020 and July 2020 stated no more than a 5% increase and this is significantly more. 5. What is the definition of "temporary rates" - is there a defined start and end date somewhere? 6. What exactly is the reasoning behind the rate hike in the first place? Thank you for your response. Steph Teran