

**From:** [Melissa Jones](#)  
**To:** [Statements](#)  
**Subject:** Statement of Position Submitted by Melissa Jones  
**Date:** Thursday, December 24, 2020 6:17:42 PM

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## Statement of Position Submitted

### Name

Melissa Jones

### Email

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### Docket

W-218, SUB 526

### Message

My November water bill was \$59.52. My December water bill for 100 gallons less water was \$87.43 due to an unprecedented rate hike. The documents that were sent via USPS in Feb/March 2020 and July 2020 were quite confusing. We were not given prior warning of the finalized rate increase until it was added to our December 2020 bill. 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 earlier this year? What is the definition of "temporary rates"- is there a defined start and end date somewhere? What exactly is the reasoning behind the rate hike in the first place?