

**From:** [Judith Ross](#)  
**To:** [Statements](#)  
**Subject:** Statement of Position Submitted by Judith Ross  
**Date:** Wednesday, December 23, 2020 5:17:33 PM

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## Statement of Position Submitted

### Name

Judith Ross

### Email

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### Docket

W-218, SUB 526

### Message

During these critical times in our state and nation, It is completely unacceptable to have such a major rate hike as we have recently received from Aqua Water. Many people are on fixed incomes, retirees, currently unemployed because of the pandemic or have other issues that make paying the significantly high rate hike difficult for people to handle. Additionally, please see some other reasons below: - The percentage rate increase experienced between your average and/or November and December bills to address the unprecedented rate hike - The confusing documents sent via USPS in February/March 2020 and July 2020 that lack a true understanding of what your new charges might look like; and that they do not reflect the outrageous increase you were then charged once "finalized" - 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? (I think we all know the reason so they could avoid backlash prior) - 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 - 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?