

John Doe  
9922 Your Street  
Western, NY  
14227

July 5, 2011  
Service At: 9922 Your Street

Dear John Doe:

I enjoyed speaking with you today. As a new customer, I thought you may have a few questions about your new water account.

**WHAT CHARGES WILL BE ON MY FIRST BILL?**

- An Account Origination Fee of \$15.00  
This is a one-time fee which covers cost of creating the account, reading the meter & converting to radio read meters
- Possibly, a charge for estimated usage since you moved in  
If this happens, please call us with a meter reading for adjustment

**HOW ABOUT FUTURE BILLS?**

- Are sent out Quarterly (every 90 days)
- Are due after 15 days
- A grace period of 10 days after the due date is allowed
- A 10% late fee is charged after 25 days have passed

**HOW IS MY METER READ?**

- If you have a radio read meter, an ECWA employee will read your meter every Quarter  
OR
- If you do not have a radio read meter, 2 to 3 days before billing, a dated card will be sent to you
- Please record your meter reading on the card and mail on the date shown
- If the card is not returned, your bill will be estimated.

**CAN I CALL IN MY METER READING?**

- **YES!** To make it convenient, our system is available at 849-8426, 24 hours a day, 7 days a week

**IF I HAVE A QUESTION OR PROBLEM, WHOM DO I CALL?**

- For emergencies, call Dispatch at 684-0900  
- 24 hours a day, 7 days a week
- For other questions, call Customer Service at 849-8444  
- Monday through Friday from 8 AM to 5 PM

ERIE COUNTY WATER AUTHORITY

Customer Service Representative