



Better Business Bureau  
100 Bryant Woods South  
Amherst, NY 14228  
Phone: 716-881-5222  
Fax: 716-883-5349  
www.bbb.org

Monday, March 3, 2025

Steven D'Amico  
Erie County Water Authority  
295 Main St Rm 350  
Buffalo NY 14203

Dear Steven D'Amico:

The Better Business Bureau received a complaint about your business. The complaint was submitted on 3/1/2025 and was assigned an ID of 23007011.

Although the BBB makes no judgment on the validity of this complaint, we recognize that there are two sides to every dispute. We are simply requesting your cooperation in making a good faith effort to resolve the dispute, regardless of the settlement explanation given by the consumer. Our objective is to assist both parties in reaching a resolution outside of the legal system.

Please review this information and respond within the next 14 days. Please refrain from sending consumer bank account or Social Security numbers if at all possible. When necessary please send only partial number (ex: account/SS# ending in xxxx). If you received this complaint via email simply click on the "Respond to this Complaint", link located on the left, when you are ready to answer. Your response will be sent to the consumer. If you should have any questions or concerns, please do not hesitate to contact me.

**If you received this complaint via Postal Mail, you may respond online using the link below or respond by mail using the address above.**

**To access/respond to this complaint online:**

Go to: <https://respond.bbb.org/letter/>

Enter the following code: 23007011-08D33

If you haven't already, please provide the email address you would like to use to create a login for your BBB Profile. This will allow you to view your business profile, make updates and also respond to complaints and reviews through our automated system. Send to [info@upstatenybbb.org](mailto:info@upstatenybbb.org)

Please note the BBB now publishes the details of complaints received by our office. The customer's complaint and your response may be publicly posted on the BBB website (There are a few instances when a complaint does not meet publishing guidelines and BBB reserves the right to not post in accordance with BBB policy). Please do not include any information that personally identifies your customer. By submitting your response, you are representing that it is a truthful account of your experience with this customer. The BBB may edit the complaint or your response to protect privacy rights and to remove inappropriate language.

Regards,

John, Complaint Handler, ext. 200  
The Better Business Bureau

## **CUSTOMER EXPERIENCE INFORMATION**

### **Customer Information:**

Ron Stupski  
156 north ave  
West Seneca, NY 14224  
Daytime Phone: (716) 208-6635  
E-mail: Rons206@msn.com

### **The details of this matter are as follows:**

#### **Complaint Involves:**

Customer Services Issues

#### **Customer's Statement of the Problem:**

On 1/24/25 I noticed water coming in my basement and a wet spot on the front lawn. No big deal called the water department and reported it on 1/25/25, guy came threw out a cone and left. Fast forward 3 days the water in the basement has tripled in intensity and decided to call ECWH back. So they came out did their tests and basically said it was my problem since it wasn't pushing and they got no chlorine...Ok fine I had 2 contractors come for drainage quotes and both said this isn't a ground water issue it's a water main leak. Thankfully one advised to dig a pit and put a sump pump in my front lawn...my front lawn!!! This slowed the water down but obviously didn't stop their leak. After the water cleared up from digging the hole guess what it shows... CHLORINE . So now here we are a month later with no end in sight I have been testing the water daily with a pool test kit from Gary pools and every day it shows chlorine and it is getting stronger and smells more like chlorine every day. As of today 3/1/25 my neighbors now have a break on their front lawn and it is also showing chlorine! So 2 houses are getting flooded out...I've lost thousands of dollars in flooring, carpet and drywall in my basement that is finished due to this and once it's proven that it's a water main break I will seek restitution . Fact is that basement has never seen water prior to 1/24/25 and all I get is an attitude when I call to have someone please come see what I am seeing. We have tried the PSC they don't regulate ECWA we were directed to call the county itself and we all know they will not incriminate themselves. Please someone help!!!

#### **Complaint Background:**

#### **Order Number:**

#### **Desired Settlement:**

Repair

#### **Additional Comments from Consumer:**