

Please be advised that any information provided on, and with, this Notice of Claim will be published in the Public Access area of the Erie County Water Authorities website which can be accessed by the General Public.

C-1

NOTICE OF CLAIM FORM

**ERIE COUNTY WATER AUTHORITY
295 MAIN STREET – ROOM 350
BUFFALO, NEW YORK 14203-2494
(716) 849-8465**

Claimant(s) Name	HOPE S BONGIORNO		
Address	241 Bernhardt Dr Amherst NY 14226	Cell Phone #	[REDACTED]
Email Address	[REDACTED]	Home Phone #	

Accident (Damage) Injury Location	4/3/24 - 241 Bernhardt Drive		
Date of Incident	4/3/24	Time of Incident	a.m. / (p.m.)
Police Contacted?	Yes / (No)	Police Report Taken?	Yes (No) N/A
Name of Police Agency			

PROPERTY DAMAGE CLAIMS ONLY

N/A if not applicable

If this is not your property, give the name and address of the owner:

Name			
Address		Zip Code	
Home Phone #		Work Phone #	

PLEASE ATTACH ESTIMATES

Repair Estimates	\$ 46219	\$
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PROPERTY DAMAGE AND PERSONAL INJURY WITNESSES

Name		Name	
Address		Address	
Phone		Phone	

Attach copies of Medical bills once submitted to health insurance or automobile insurance.

ONLY PROVIDE COPIES OF THE MEDICAL BILLS. DO NOT PROVIDE MEDICAL RECORDS WITH THIS CLAIM FORM.

Claimant's Statement

I contacted the Erie County Water Authority regarding an unusually high bill. The customer service representative guided me to reread the meter suggesting I may have misread the meter. That turned out to be the case. It was recommended that I have the meter replaced to avoid this in the future. I agreed and a date of April 3, 2024, was set to have this happen.

The meter was replaced toward the end of the business day as planned. When the company representative left there was water on the floor. I cleaned it up, rechecked shortly after, and noticed the pipe was leaking. I contacted the office on the morning of April 4th to request someone come back and repair the leak. I was told it was my responsibility to contact my plumber and pay for the repair. I protested as the pipe wasn't leaking before the new meter was installed. After much discussion, I was told a representative would come out and look at the damage.

Within a day or two, a different representative showed up and confirmed there was a leak. He mentioned that this often happens with older homes. I asked why I wasn't notified before the meter change that this was a possibility. He didn't have an answer and suggested I contact the office.

Once again I contacted the office and was told I could leave it alone or contact my plumber and pay for the damage myself. After much discussion I ascertained there is a dispute process that would allow for reimbursement. I requested the forms.

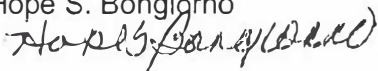
I immediately contacted my plumber and was told I would need to have the Water Authority meet the plumber to shut off the water at the street. I made the arrangements for 9:30 on April 16, 2024, and took ½ day off work.

The plumber waited for 20+ minutes and then I called dispatch. A team of two men came out and said they couldn't turn off the water because my pipe was twisted to the left. I asked why I wasn't notified so I could cancel the plumber. My question was answered with, "I don't know, Ma'am. You have to call the office." At 7:00 that evening another employee from ECWA company showed up, checked my pipe, saw no issue, turned the water off to check, and turned the water on again - without issue.

Once again I needed to contact your utility to meet the plumber. The plumber came on April 18, 2024, and within 30 minutes repaired the pipe.

I am attaching my bill for your reference. You will notice that in addition to the cost of repairing the pipe, I was also charged for a service call for the day of the original unproductive visit. I would appreciate reimbursement for both.

Hope S. Bongiorno



Claimant's Statement (please print legibly and be specific):

Lined area for the claimant's statement.

All statements herein are made under penalty of perjury.

Add Additional Pages if necessary

Date: 6/1/24

Signature of Claimant: Nicolas Maniccia
Claimant's Signature

STATE OF NEW YORK)
COUNTY OF ~~ERIE~~ NIAGARA) ss:

On this 1 day of June 2024 before me personally appeared to me known, and known to me to be the same person described in and who executed the within instrument and he/she acknowledged to me that he/she executed the same.

Signature of Notary Public: Nicolas Maniccia
Notary Public
NICOLAS MANICCIA
No. 01MA5025806
Notary Public, State of New York
Qualified in Niagara County
My Commission Expires 4/4/26



If H2O runs through it, we do it

A Complete Plumbing & Drain Cleaning Service

775-0025 834-7528

INVOICE

2242 Sixth Street
Grand Island, NY 14072

CUSTOMER ORDER	ORDER DATE	ENT. BY	DATE PROMISED/TIME	MECHANIC/HELPER	INVOICE #
		RV	4/18/24	Brandon	0640

TO: Hope Bongiorno
241 Bernhardt Drive
Amherst, 14226

JOB LOCATION:

TELEPHONE NUMBER	WORK PHONE NUMBER	METHOD OF PAYMENT	SPECIAL INSTRUCTIONS
DESCRIPTION OF JOB			
Water valve			
DESCRIPTION OF WORK PERFORMED/MATERIAL USED	QUANTITY	PRICE	AMOUNT
- Came 4/16 and Eric county was not able to shut off water			\$ 75 Service charge
- Came 4/18 and shut water off. Reduced main valve, nipple. Went well.			\$ 350 For shut off
pd ch# [REDACTED]			

I AUTHORIZE THE WORK DESCRIBED ABOVE AND I AGREE TO PAY FOR ALL WORK, GOODS AND SERVICES RECEIVED. HIDDEN AND UNSERVICEABLE PLUMBING MAY NOT BE PART OF THE WORK DESCRIBED ABOVE AND I AGREE TO HOLD PLUMB RITE PLUMBING BLAMELESS FOR ANY DAMAGE TO THOSE ITEMS. PAYMENT IS COD AT THE TIME SERVICES ARE RENDERED UNLESS PRIOR ARRANGEMENTS HAVE BEEN MADE. RETURN CHECK FEE \$30.00.

SUB TOTAL	\$ 425.00
TAX	\$ 37.19
TOTAL PAY THIS AMOUNT	\$ 462.19

SIGNATURE _____ SIGNATURE _____