

STATEMENT IN RESPONSE TO 10-20 WKBW NEWS REPORT  
OCTOBER 20, 2016

After spending seven months in Florida, Mrs. Margaret Klamp returned to her Amherst residence in July to discover a dramatic spike in water consumption during her absence. The Erie County Water Authority inspected the premises and worked with the family to identify the problem. Together, we discovered leaking plumbing that could have accounted for the higher usage. One thing is certain: a tremendous amount of water was used in her home last winter.

The Water Authority is doing what we can to help. Even though Mrs. Klamp was weeks late disputing the bill, we allowed her to appeal. We tested her meter, waived the \$125 fee, and found it in perfect working order. We waived the late charge for her when she did pay. We also offered her a leak allowance: if she repairs the leaks and her consumption returns to normal, she can be refunded 50 percent of her payment for excess usage.

If you leave your lights on in your house, the electric company doesn't give you free electricity. If you leave town for months with your thermostat set on high, the gas company won't give you free gas. Likewise, the Water Authority cannot give away free water but we have worked hard to assist Mrs. Klamp and we'll continue to do so.

###