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CLERK'S OFFICE

To whom it may concern:

Although, I am not able to attend the Public hearings on the water adjustment because of the decline in my health. However, I would like my voice to be heard.

I am a senior citizen and am on a fixed income. This is the highest water bill I have ever paid in my life. I do not have a dishwasher, I only wash clothes once a month + I do not flush every time I pee. I'm not able to get out to wash my car or water my plants due to my health.

Last year after the water service was denied an increase rate my bill one month was $4 more then the following month my bill jumped up to $13 I did call the Commissioner and someone was sent out to my house to check the meter. I was told that nothing was wrong with the meter. Ironically the following month my bill was back to where it was before + has continued to be so.

This past Sept. 2nd 2013 - Oct. 13 I was away from home. When I got back home and received my water bill it was exactly the same price had I been home.

I called on this matter + was told that regardless whether you are home or not the sewer + the water service is a flat rate + I owed the bill.

I have a neighbor who also is a senior citizen + on a fixed income also. Due to unexpected circumstances his water was cut off. He was told that he had to pay the reconnect charges besides

plus also the water + sewer bill although he didn't use the water. This making it almost virtually impossible to catch up in a timely fashion.

I do wish someone would explain all of these different charges to me. Water base charge, total residential water service then wastewater service.

I do wish the City would take over the water. I am from Ga. My bill there was the same I pay here. However, you get water, sewer, garbage pickup + mositto spray all for this same amount I pay here.

I am definitely against the water Co. getting a rate increase. If you check out how many people's water supply gets cut off in a day + how much reconnect fees they pay then to top it off paying for something (water) they did not receive. They do not need a raise.

All of these extra fees charged to the public not receiving their water should more than compensaite them getting a rate increase.

Respectfully,
Mrs. Gloria R. Jackson