

## Madalyn Letellier

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**From:** MARK & ANN BLOTNER [REDACTED]  
**Sent:** Wednesday, May 15, 2024 9:51 AM  
**To:** Public Comments  
**Subject:** Water Bills are ridiculous

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These Bills need to be waived.

My bill was 3x the normal bill.

It took 8 weeks to get an appointment to replace my meter.  
My bill was estimated for 4 quarters but I didnt get notice that I needed a new water meter until October, 23. The estimating was complete negligence on the City of Somerville, but yet I am paying for it.

And why I am I paying 2024 rates on water I used in 2022?

The city should eat the cost of the water with the taxes you are getting from homeowners.

Thank you.

Ann Blotner

[REDACTED]  
Somerville

## Madalyn Letellier

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**From:** Meg G [REDACTED] >  
**Sent:** Wednesday, May 15, 2024 2:50 PM  
**To:** Public Comments  
**Subject:** Comments submitted to the Equity, Gender, Seniors, Families and Vulnerable Populations Meeting - 5-15-24  
**Attachments:** water deparment statement.docx

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Please see attached.

Comments to Committee on Equity, Gender, Seniors, Families and Vulnerable Populations - 5-15-24

I would like to start by thanking Councilor Clingon and others who highlighted residents' frustration with the Water and Sewer Department and their lack of trust in them. The Water and Sewer Department has ignored and continues to ignore my two dozen or so emails and many letters which shows the problem with Department, its leadership and more important its disrespect for the residents.

I purchased my condo in early 2022 and since moving in, I suspected that there is a problem with my water meter. After reviewing detailed daily meter readings and a simple bucket test, it was obvious that the meter is erratic and inaccurate. On February 6, after writing several letters and literally over dozen emails, Stephen Haynes, Director of Administration, emailed saying that the meter is scheduled to be replaced and the old meter will be sent for testing. Since there was no follow up from the Department (ie to schedule), I wrote another series of emails and a letter and received no response.

On April 4, I learned that Mr. Haynes is no longer with the Department and is replaced with Demetri Vidalis. In a normal operation, when an employee leaves his/her position, the outstanding matters will be transferred to his/her successor. Given it the benefit of doubt, I made sure that Mr. Vidalis has all prior communications. I emailed him on on April 5 and continued emailing ever since. He has not responded or even acknowledged any of my emails, simply ignoring them with total disrespect.

I am sure that now you understand the source of my frustration. I lived in many cities around the country and never had an experience like this. Somerville Water and Sewer Department unlike other cities does not believe that they are there to provide service to the residents.

I thank the council for their time.

Respectfully,

Meg Garakani, Ph.D., P.E.