

**OFFICE OF THE ATTORNEY GENERAL BARBARA D. UNDERWOOD
STATE OF NEW YORK DEPARTMENT OF LAW**



BUREAU OF CONSUMER FRAUDS AND PROTECTION
350 Main Street - Main Place Tower, Suit 300A
Buffalo, NY 14202-0341
Tel: (716)853-8404 | Fax (716)853-8414

Consumer Hotline
(800)771-7755
TDD (800)788-9898
<http://www.ag.ny.gov>

Intake Id	1-33966533
Complaint Bureau	
Bureau Where You Filed Your Complaint	BUFFALO
Complainant's Information	
Salutation	Mr.
First Name	Joshua
Last Name	W [REDACTED]
Business Name	[REDACTED]
Street Address	[REDACTED]
Address Line 2	[REDACTED]
City/Town	derby
State/Province	NY
County	NEWY
Zip/Postal Code	14047
Country	US
Email Address	[REDACTED]
Phone Number	[REDACTED]
Alternate Phone Number	[REDACTED]
Gender	M
Party(ies) on which you are Submitting Information	
Are you complaining about a person or a company?	COMPANY
Business Name	Erie County Water Authority
Street Address	295 Main St
Address Line 2	Room 350
City/Town	Buffalo
State/Province	NY
Zip/Postal Code	14203
Email Address	aalessi@ecwa.org
Phone Number	716-849-8484
Website	www.ecwa.org
Additional Complaint Information	
Location of Incident/Transaction	[REDACTED]
Date of Incident/Transaction	2018-04-30
Name of Product or Service	Joshua W [REDACTED]
Cost of Product or Service	120

Method of Payment

OTHER

Other Payment Method Information

Complaint Description

I have been working with Erie county water authority since April to resolve water flow issues to my house and my neighbors houses. Many engineers have been out and said there is an issue, but they refuse to follow through with a potential solution. During investigation a team from their meter shop Damaged my property and acknowledged they damaged the property to me as I was outside to witness it.

The erie county water authority has since made me jump through hoops to have this fixed and has denied my claim for their negligence.

Did you sign a contract? N

Was product or service advertised? N

Have you already complained to company/individual? Y

How? BY TELEPHONE

Complaint Date 2018-08-01

Person contacted Anthony Alessi

Job title legal

Nature of response denied

Date of response 2018-10-01

Has matter been submitted to another agency or attorney? N

Is court action pending? N

What form of relief are you seeking, e.g., refund, credit, exchange, repair?

Would like to be provided with the service I pay for monthly and have my property repaired

Manufacturer of Product erie county water authority

Street Address

City/Town

State/Town

Zip/Postal Code

Product Model or Serial Number

Warranty Expiration Date

Did Business Arrange Financing? N

In filing this complaint, I understand that:

The Attorney General is not my private attorney, but represents the public in enforcing laws designed to protect the public from misleading or unlawful business practices. My filing this complaint does not mean that the Attorney General has initiated a lawsuit or proceeding on my behalf or that it will do so.

The Attorney General cannot give me legal advice or represent me in court. If I have any questions concerning my legal rights or responsibilities, I should contact a private attorney.

In order to resolve my complaint, the Attorney General may send a copy of my complaint and any documents I provide to the person or business about whom I am complaining and I authorize that person or business to release information concerning my complaint to the Attorney General.

The Attorney General works with other state, local and federal government agencies to investigate complaints and coordinate law enforcement and may also share my complaint with them. In addition, the Attorney General may use information from my complaint in legal proceedings to establish violations of law.

Any false statement made in this complaint are punishable as crimes, including under Section 175 and/or Section 210 of the Penal Law.

Signature

Joshua W [REDACTED]

Date of Affirmation

10-01-2018



STATE OF NEW YORK
OFFICE OF THE ATTORNEY GENERAL

BARBARA D. UNDERWOOD
ATTORNEY GENERAL

DIVISION OF REGIONAL AFFAIRS
BUFFALO REGIONAL OFFICE

October 5, 2018

Erie County Water Authority
295 Main Street Rm 350
Buffalo, NY 14203

Re: Our File Number: 18-025239-M1
Consumer: Joshua W [REDACTED]

Dear Sir or Madam:

Enclosed please find a copy of a complaint filed by the above consumer.

Attorney General Barbara D. Underwood's Bureau of Consumer Frauds and Protection enforces consumer protection laws and mediates consumer complaints. Our purpose in handling individual complaints is to assist in settling disputes fairly and amicably.

Since we now know only the consumer's side, I request that you review the complaint and state your position in writing. I enclose our response form. Kindly attach copies of any relevant documents.

Of course, if the consumer is entitled to a refund or other adjustment, it should be made promptly and you should advise us accordingly.

Please send your reply within seven business days. I look forward to your cooperation.

Very truly yours,

Jacqueline Guox

Jacqueline Guox
Bureau of Consumer Frauds and Protection

Enclosure

PLEASE INCLUDE ABOVE FILE NUMBER ON ALL CORRESPONDENCE



ATTORNEY GENERAL BARBARA D. UNDERWOOD

State of New York

Office of the Attorney General

Bureau of Consumer Frauds and Protection

350 Main Street Suite 300A • Buffalo, NY 14202

(716) 853-8404

File Number: 18-025239-M1

Staff: Jacqueline Guox

RESPONSE FORM

Name of Consumer: Joshua W [REDACTED]

Legal Name of Company: _____

Executive Office Address: _____

If a Corporation, Names of President and General Manager: _____

If a Partnership, Names of Partners: _____

If a Sole Proprietorship, Name of Owner: _____

Name, Address and Telephone Number of person to contact for additional information:

RESPONSE TO COMPLAINT:

(Enclose copies of documents in support of your position. Use additional pages if necessary.)

In order to resolve this matter, we offer to:

I understand that any false statements made on this form are punishable as a Class A Misdemeanor under §175.30 and/or §210.45 of the Penal Law.

Name: _____ Title: _____

Signature: _____ Date: _____

A COPY OF THIS REPLY WILL BE SENT TO THE CONSUMER

State of New York
Office of the Attorney General
Buffalo Regional Office
Main Place Tower
350 Main Street, Suite 300A
Buffalo, NY 14202-3699

Jacqueline Guox

2018-025

Erie County Water Authority
295 Main Street Rm 350
Buffalo, NY 14203



RECEIVED
18 OCT 10 AM 11:51
ERIE COUNTY
WATER AUTHORITY

14203#2494 0031

