

DW04-048

Leighton, Adele

From: Smith, Kim on behalf of PUC
Sent: Monday, September 24, 2007 9:23 AM
To: Howland, Debra; Leighton, Adele
Subject: FW: Attn: Debra Holland

I have attached an internet e-mail from our PUC account regarding DW 04-048, City of Nashua.

-----Original Message-----

From: Staci19 [mailto:Staci19@Staci19.com]
Sent: Friday, September 21, 2007 5:42 PM
To: PUC
Subject: Attn: Debra Holland

Hi, there.

My name is Gene Gayda. In the September 16, 2007 issue of the Nashua Telegraph, my letter to the editor was published. Since the issue that caused me to write the letter may have some sort of tangential value to you, as you are currently listening to Nashua's request to take over the water company, I hope I'm not being too bold in sending this to you.

Thank you for your time.

Gene Gayda

August 6, 2007
The Telegraph Publishing Company
P.O. Box 1008
Nashua, NH 03061



To the Editor:

We have three sewer accounts. Been paying via an internet based check for the last four years. Our electronic checks have all three accounts in the memo field, same as we do for payment to Pennichuck, PSNH, etc.

About five months ago, we paid two quarterly sewer bills at the same time for about \$550.00. (Notice how expensive the sewer has become?) About two months ago we received two registered letters saying the City was going to beat us up and steal our property because of the unpaid sewer bills for those two accounts. Immediately did research and found the details of the payment in our checkbook. Called the Nashua Waste Water System. Explained the problem of electronic payment and registered letters to the first person on the phone. She said [paraphrased]: Oh! One of those. Let me connect you to {whoever} who handles the electronic payments.

{whoever} picked up. We again explained electronic payment and registered letters. {whoever} checked the records and told us the funds had been received but applied to somebody else's account because our electronic check did not have correct account information. Whom she could not reveal because of privacy restrictions. Someone else got our money!

Making a wild leap of intuition, we asked if the somebody else was someone with the identical name and address as us, mentioning the third account. Gosh, we're good. Hole in one. Yep, they applied the \$550 to our third

account

We asked how that happened. {whoever} explained we did not have sufficient account information on the electronic check and, therefore, it was our fault. She further explained that the City uses a new processing organization for electronic checks and that the sewer company doesn't check for account "correctness" for any customer who may have multiple accounts. A ridiculous negative balance is accepted because some customers pay ahead. (Yeah, right!) We mentioned the four year history of no problems. She stated: "We're the City! This is how we do it." We boldly corrected her that, no, the Nashua Waste Water System was not the city, but rather a semi-autonomous company kinda' like Pennichuck who, for example, had no problem with electronic checks for multiple accounts.

She explained she didn't care, once again explaining I was talking to the City(!!!) And I had to accommodate their methods. Sensing I was not going to achieve much, I asked about correcting the problem. {whoever} said they would correct the amounts on all three accounts and stop the legal proceedings to steal my real estate. Archly, she did mention that this would happen again in the future if we continue to use our "deficient" method of payment.

Fast forward a couple of months. We just received the sewer bill for the third account. New charges are about \$150 leaving a balance of Minus \$400. We sent a check to the Nashua Waste Water System for Minus \$400. Haven't heard back yet.

Makes you wonder what will happen if the City takes over the water system.

Gene Gayda
P.O. Box 422
Nashua, NH 03061

P.S. To Editor. Please do not correct the capitalization this time; Nashua Waste Water System is the title of the entity. We're in the phone book, our number is 886-5061.