

THE SENATE
STATE OF NEW YORK



DAVID CARLUCCI
SENATOR, 38TH DISTRICT

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November 6, 2019,

Bill Madden
Suez New York
Director of External Affairs
360 West Nyack Road
West Nyack, NY 10994

CC: Office of Consumer Services
NYS Department of Public Service
3 Empire State Plaza
Albany, NY 12223

Dear Mr. Madden,

Thank you for your response on Monday in reference to the complaints from residents about their drinking water. Thank you also for updating and alerting customers that the water is safe to drink despite the odor and taste. Suez Water New York must continue to communicate with customers about what is going on with their water to address their concerns. The company should also issue customers a monetary credit on their bills, while this problem continues.

Vice President of Suez Operations, Chris Graziano informed customers on Monday that, "while Suez is taking steps to monitor and minimize the impact of this issue, it is mainly related to weather and other conditions that are not under our control." Since Suez admits that they cannot fix the problems, but only "minimize the impact," customers should not have to pay the same price for their water. The water quality no longer meets its usual standards and customers do not feel comfortable using or drinking the water that they are paying for. Until the problem is mitigated, customers' bills should be adjusted with an adequate credit refund.

As Suez continues to work on a long-term solution to improve the water, I ask again that the cost not be passed on to consumers. Suez's corporate tax was slashed by the federal government from 35 percent to 21 percent, affording the company a windfall in profits. Currently, Suez is seeking to raise rates in Rockland County by 18.6% over three years or about \$10.50 a month. This is in addition to average increases of close to 9% per year as we have seen for the last 10 years, and in addition to charges for the failed desalination plant. It is critically important that utility rates remain affordable to Rockland residents and that quality not be compromised.

Sincerely,

A handwritten signature in black ink, appearing to read 'D. Carlucci'.

Senator David Carlucci
38th Senate District

