

# Bristol Harbour Village Association

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To: Secretary Kathleen H. Burgess  
Department of Public Service  
Three Empire State Plaza  
Albany, NY 12223-1350  
[secretary@dps.ny.gov](mailto:secretary@dps.ny.gov)

Re: Bristol Water Works Corporation Rate Case (17-W-0293) and BHVA Complaint Case (17-W-0049)

Dear Secretary Burgess,

To say Bristol Harbour Village Association is very disappointed in the Public Service Commission is an understatement. A letter was sent to the PSC in January 2017 to ask for a meter review and for fair and equitable rates for all consumers. The PSC visited Bristol Water Works on July 11, 2017 and only spoke to the representatives of Bristol Water Works (Why?). There was no contact with BHVA or any notice that the PSC would be visiting (again, Why?).

Pertaining to meter review, it has been stated to the BHVA Community by past and present employees of Bristol Harbour Resorts that there may be or may not have water meters for the Lodge, Hotel, Golf Course, and the five associated Cottages. Possibly, Bristol Harbour Resorts may be paying a flat rate instead of a meter rate that is charged to the Community.

There was a public hearing on August 29, 2017 at the Town Hall of South Bristol where this concern for meters to be reviewed was voiced again and why there was no contact.

The following day – August 30, 2017 – the PSC was again seen with a Bristol Water Works employee and again, no contact with BHVA (again, Why?).

To say the least, this is very disappointing to the Community. I am hoping the PSC will contact BHVA for a meter review conversation to make sure all consumers are metered appropriately.

Respectfully submitted,

Steve Janto  
BHVA President