



Department of Public Service

*Department of Public Service Staff Report on
Hudson Valley Water Companies, Inc.*

*Case 24-W-0105 – Proceeding on Motion of the
Commission to Investigate the Acts and Adequacy
of Service Provided by Hudson Valley Water
Companies Inc.*

December 23, 2025

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1. Executive Summary

This report provides the current conclusions of the Department of Public Service (DPS) staff (Staff) investigation into the operations and management of Hudson Valley Water Companies, Inc. (Hudson Valley or the Company). This report explains that, through proceedings stretching back to 2019, the Public Service Commission (Commission) and DPS Staff have addressed various deficiencies over time in the operations and management of the Company and provided its current owner and operators with multiple opportunities to rectify the deficiencies in the water service that Hudson Valley provides to its customers. This report concludes that, despite these opportunities to come into compliance, the owner and operators of Hudson Valley are either unwilling or unable to take the steps necessary to ensure that Hudson Valley can provide safe, adequate, and reliable water service to its customers. Accordingly, the Company's actions or inaction including during a recent arsenic filtration failure, demonstrate to Staff that Hudson Valley has failed to provide, safe, adequate, and reliable water service to its customers and lacks the technical, financial, and managerial capacity to do so.

Hudson Valley is a water-works corporation that provides service to 435 customers through five non-contiguous systems in the Ulster County towns of Hurley, Saugerties, Rosendale, and Olive. On August 9, 2019, Staff initiated an investigation into the water quality, system quality, and business practices of Hudson Valley after receiving customer complaints and on October 2, 2020, filed the 2020 Staff Report with 49 recommendations for Hudson Valley to improve its operational and business performance.¹ The Commission directed the Company to submit a plan to implement the recommendations in the 2020 Staff Report.² The Company filed its implementation plan on February 19, 2021.

¹ Case 20-W-0477, Hudson Valley Water Companies, Inc. – Complaint of 25 or More Customers, Department of Public Service Staff Report (issued October 2, 2020) (2020 Staff Report).

² Case 20-W-0477, supra, Order Requiring Compliance Plan (issued October 2, 2020) (2020 Compliance Plan Order); Case 20-W-0477, supra, Confirming Order (issued October 20, 2020).

In the 2023 Rate Order, the Commission reviewed Hudson Valley's operations and its compliance with its filed implementation plan for the recommendations made in the 2020 Staff Report and identified areas for Hudson Valley to improve its operations.³ The Commission directed the Company to acquire and file written quotes from vendors for procuring and installing updated meters and the costs to procure and install emergency generators at each of the five systems by January 31, 2024. To provide appropriate oversight, the Commission required that the Company file detailed customer service-related data by January 31 of each year, beginning in 2024.

On December 16, 2023, the arsenic filtration system on one of Hudson Valley's distribution systems failed, resulting in the Company distributing water that was not safe for customers to drink. The Ulster County Department of Health (UCDOH) issued a Do Not Drink order on that same day, which remained in effect for 23 days, until January 8, 2024. Staff initiated an investigation into this failure and the adequacy of Hudson Valley's operations. On February 15, 2024, Staff filed a report on its investigation up to that date.⁴ The 2024 Staff Report discussed DPS's preliminary investigation into Hudson Valley's ability to consistently provide safe and adequate water service. The 2024 Staff Report concluded that it appeared the owner and operators of Hudson Valley do not have the capability to operate the water systems safely, adequately, and reliably. Based on the 2024 Staff Report, the Commission initiated Case 24-W-0105 to consider appointing a temporary operator to take control of the Company's operations pursuant to Public Service Law (PSL) §112-a.⁵ The Order to Show Cause directed Hudson Valley's owner to explain in writing why the Commission should not appoint a temporary operator. The Company's response generally disputed the statements made in the 2024 Staff Report and the Commission's Order to Show Cause. Thereafter, Staff conducted further investigation into Hudson Valley's response to the 2024 Staff Report and the issues

³ Case 22-W-0357, Hudson Valley Water Companies, Inc. – Rates, Order Approving Rate Increase with Modifications (issued May 19, 2023) (2023 Rate Order).

⁴ Case 24-W-0105, Department of Public Service Staff Report on the Continued Issues with Hudson Valley Water Companies, Inc. (filed February 15, 2024) (2024 Staff Report).

⁵ Case 24-W-0105, Order Instituting Proceeding and to Show Cause (issued February 15, 2024) (Order to Show Cause).

identified in that report, the Order to Show Cause, and the 2023 arsenic filtration system failure.

This report summarizes that investigation and explains that the Company has shown a systemic lack of managerial capacity sufficient to communicate needed information on water service impairments to its customers. Staff conducted a series of customer interviews and reviewed documentation or lack thereof the Company provided pursuant to this investigation, analyzing the record to determine the likelihood of Company failings to provide safe and reliable service. Staff has concluded that there is high likelihood the Company has repeatedly failed to notify customers of Do Not Drink orders or boil water notices in a timely or consistent manner, leading to some customers unknowingly consuming presumably contaminated water during such service impairments over the years.

Additionally, this report details continuing inadequacies in Hudson Valley's operations. These deficiencies include a continued high level of customer complaints and billing based on estimated usage rather than actual meter reads. Moreover, the Company's owner has failed to advance and implement needed improvements in Hudson Valley's water systems, including repairing a water treatment building and taking action toward acquiring and installing emergency generators and new water meters. Further, the Company has failed to comply with Commission directives set forth in the 2023 Rate Order.

Finally, this report describes the most recent failure of the same arsenic filtration system, which occurred on October 19, 2025. As a result, UCDOH had to issue another Do Not Drink order, which remained in effect for 44 days, until December 2, 2025. Throughout the event, DPS coordinated with UCDOH and took action to improve Hudson Valley's initial communication failures and ensure it provided necessary updates on its progress in remediating the filtration system failure to its customers, UCDOH, and the Secretary to the Commission.⁶ This report explains that Hudson Valley could have avoided the 2025 failure of the arsenic filtration system, insufficiently planned for the funding of the periodical

⁶ Case 24-W-0105, supra, DPS Letter to Lisa and Scott Michaels (System No. 5 operators) (filed December 2, 2025).

replacement of the arsenic media, and initially failed to adequately communicate with its customers regarding the event.

Ultimately, this report concludes that the actions, or lack of adequate action, of the Company's owner and operators demonstrate that the Company has failed to provide safe, adequate, or reliable water service and does not have the managerial, financial, and technical capacity to operate a water-works system. Pursuant to PSL §112-a, under such circumstances, the Commission can appoint a temporary operator to manage and operate Hudson Valley to ensure its customers receive the safe, adequate, and reliable water service they require and expect. Staff notes that as currently enacted by the Legislature PSL §112-a provides no method for the Commission to compel a private or public entity to operate and/or administer the water system facilities of another entity; it only gives the Commission the authority to appoint an entity that has volunteered, applied, or agreed to take on the responsibilities for operating a water-works system.

2. Company Background

2.1 Ownership

Hudson Valley is an active domestic business corporation that has been owned by Jeffrey Fuller (Owner) since 1996. The Company's office is in Nassau County at 83 Eagle Chase, Woodbury, New York 11797.

2.2 General and Service Area Information

Hudson Valley provides general metered service to a total of 435 customer accounts in five non-contiguous water systems located in the towns of Hurley, Saugerties, Rosendale, and Olive in Ulster County. The Company also provides public fire protection service to a municipal fire district in the Town of Saugerties. All five of the Company's water systems utilize groundwater sources of supply that are treated with sodium hypochlorite for disinfection, atmospheric and/or hydropneumatic storage facilities, and distribution systems consisting of transite mains. A brief overview of each system is provided below, with further details provided in the 2024 Staff Report.

The Mt. Marion system (System No. 1) is in the Town of Saugerties and serves 225 homes and one school. Hudson Valley provides water for public fire protection service to

the Mt. Marion Fire District through eight fire hydrants. The High Falls system (System No. 2) is in the Town of Rosendale and serves 102 homes. System Nos. 1 and 2 are operated by Michael Greco, a water treatment operator contracted by Hudson Valley who is certified pursuant to Title 10 of the New York Codes, Rules and Regulations (10 NYCRR) §5-4.2. The Pine Street system (System No. 3) is one of the two systems in the Town of Hurley and serves 16 homes. The West Hurley system (System No. 4) is the second system located in the Town of Hurley and serves 61 homes and three condominiums. The Boiceville system (System No. 5) is in the Town of Olive and serves 27 homes. System Nos. 3, 4, and 5 are operated by Scott and Lisa Michaels, water treatment operators contracted by Hudson Valley who are certified pursuant to 10 NYCRR §5-4.2.

2.3 Rates

The Commission approved the Company's currently effective rates in May 2023.⁷ Residential customers under Service Classification (SC) No. 1, pay a quarterly service charge of \$90.70 for a 9,000-gallon water allowance.⁸ The Company bills minimum charges in advance and bills any usage above the allowance quarterly in arrears using declining block rates. For example, the Company charges a volumetric rate of \$8.40 per thousand gallons (TG) to the first 21,000 gallons used per quarter above the 9,000-gallon allowance and a rate of \$5.22 per TG applies to the next 30,000 gallons. For System No. 1, the Company bills the Mt. Marion fire department annually for fire protection at the rate of \$205.66 per hydrant under SC No. 2. In 2009, the Commission authorized the Company to establish an escrow account and to initially collect a quarterly surcharge of \$6.10 per customer to fund the account to cover the cost of extraordinary repairs and/or plant improvements and replacements.⁹ As the Company uses escrow funds for authorized costs, the Company is authorized to charge up to \$50.00 per quarter to replenish the account to the maximum balance of \$22,000.

⁷ 2023 Rate Order.

⁸ Accounts with larger water meters have higher minimum charges and allowances.

⁹ Case 09-W-0744, Hudson Valley Water Companies, Inc. – Escrow Account, Untitled Order (issued December 17, 2009) (2009 Escrow Order).

On June 9, 2025, the Company submitted a new rate filing, in which it requests an increase of \$34,372, or 16.1 percent, in annual revenues.¹⁰ At the time of publication of this report, this request remains pending before the Commission and the tariff amendments have an effective date of February 1, 2026.

3. Regulatory Oversight and Authority

3.1 Public Service Commission and Department of Public Service

Under PSL §§89-b and 89-c, the Commission is charged with ensuring that water-works corporations provide safe and adequate water service at just and reasonable rates. The Commission also has jurisdiction over the approval of the ownership and operation of water utilities; meter testing and approval; cost allocation; service standards; tariff terms; and utility communication of approved or proposed rates, charges, and tariff terms. All water utilities must also demonstrate the technical, managerial, and financial capacities required to meet the Safe Drinking Water Act standards.¹¹ PSL §89-h requires that the potential seller and buyer of a water-works corporation's franchise, works, system, or stock have the Commission's consent before it concludes a transfer. However, the PSL neither empowers the Commission to direct the sale of a water-works corporation, nor authorizes the Commission to direct an entity to acquire a water-works corporation. Thus, the decision of a water utility owner to sell or of a potential owner to acquire a water utility is reserved to the potential seller and buyer.

Under PSL §112-a, the Commission may appoint a temporary operator for a water-works corporation having less than 1,000 customers when, after notice and an opportunity to be heard, the Commission determines that the water company exhibits a failure to provide safe, adequate, or reliable service; demonstrates a lack of technical, financial, or managerial capacity to provide service; or actually or effectively abandons any service or portion thereof. In making such a determination, the Commission may take into consideration

¹⁰ Case 25-W-0328, Hudson Valley Water Companies, Inc. – Rates (2025 Rate Proceeding).

¹¹ The U.S. Congress enacted The Safe Drinking Water Act (or SDWA) to protect the quality of drinking water. This federal law focuses on all waters actually or potentially designed for drinking use, whether from above ground or underground sources. 42 U.S.C. §300g-9 (2018).

the financial, managerial, and technical ability of the water-works corporation; the financial, managerial, and technical ability of the persons or entities providing the same type of service; expenditures necessary to make improvements to ensure regulatory and statutory compliance; and any other matter the Commission deems relevant. In exercising its opportunity to be heard on the question, the water company has the burden of demonstrating that it is supplying and can continue to supply safe, adequate, and reliable service at just and reasonable rates or that abandonment of the system is in the public interest. Any temporary operator appointed by the Commission must be a person or entity that is not an affiliated interest of the water company; agree to operate the water company under the terms and conditions established by the Commission; and be financially, managerially, and technically capable of operating the water company in compliance with the applicable standards.

3.2 Department of Health

Parallel with the Commission's regulation of the Company's rates and service, the NYSDOH, in cooperation with county and regional health departments, regulates the operation, design, and quality of public water supplies and assures water sources are adequately protected.¹² As part of the regulatory framework within New York State, UCDOH has direct oversight of the public drinking water systems within its jurisdiction,¹³ and on behalf of the NYSDOH, it administers the NYS Sanitary Code regarding the regulation of public water systems, as found in 10 NYCRR Part 5. The water quality, monitoring of water pressure and testing of all of Hudson Valley's systems are overseen by NYSDOH and UCDOH. NYSDOH requires that the Company conduct regular water quality sampling at a designated frequency for each of its five systems. The UCDOH also conducts periodic inspections of water systems.

¹² NYSDOH Statement regarding New York's Public Water Systems, available at <https://www.health.ny.gov/environmental/water/drinking/drinkingwaterprogram.htm> (accessed December 3, 2025).

¹³ Ulster County statement regarding Ulster County Department of Health, available at <https://www.ulstercountyny.gov/Departments/Health/Environmental-Health-Division> (accessed December 3, 2025). "The Environmental Health Services Division (EHSD) is responsible for providing a safe and healthy environment for residents and visitors through education, permitting, inspection, and enforcement of regulated activities and programs." Id.

Further, under 10 NYCRR §5-1.71, the supplier of water and the person or persons operating a public water system must exercise due care and diligence in the maintenance and supervision of all sources of the public water systems to prevent, so far as possible, their pollution and depletion.

4. Events through the 2024 Staff Report

4.1 2019-2023

On August 9, 2019, DPS initiated an investigation into the water quality, system quality, and business practices of Hudson Valley.¹⁴ On October 2, 2020, DPS filed the 2020 Staff Report, which contained 49 recommendations for Hudson Valley to improve its operational and business performance in 11 categories: Water Quality and Service Issues, Hydrants, Meters and Meter Reading, Billing Practices, Interruptions in Service and Main Repairs, Company Procedures, Record Keeping, Professionalism, Notice of Discontinuance and Shut offs, Capital Needs, and Financial Review. The 2020 Staff Report also recommended that the Company survey the municipalities and county in which its five water systems are located to investigate interest in and procedures for the formation of one or more municipal water districts. Thereafter, the Commission directed the Company to submit a plan to implement the 49 recommendations in the 2020 Staff Report.¹⁵ The Company filed its implementation plan on February 19, 2021.

In the 2023 Rate Order, the Commission reviewed Hudson Valley's operations and its compliance with its filed implementation plan for the recommendations made in the 2020 Staff Report. Ultimately, the Commission found multiple areas where Hudson Valley's performance required improvement and directed the Company to take certain actions to ensure compliance with and enhance the implementation of the 2020 Staff Report's

¹⁴ Case 20-W-0477, Hudson Valley Water Companies, Inc. – Complaint of 25 or More Customers, Formal Complaints against Hudson Valley Water Companies Inc. (filed August 9, 2019).

¹⁵ Case 20-W-0477, supra, Order Requiring Compliance Plan (issued October 2, 2020) (2020 Compliance Plan Order); Case 20-W-0477, supra, Confirming Order (issued October 20, 2020).

recommendations. The Commission required that the Company file detailed customer service, service outage, estimated bill, and meter reading logs, as well as supporting documentation for such logs, by January 31 of each year, beginning in 2024. Further, the Commission directed the Company to make four quarterly one-time transfers of \$1,845 from its escrow account to its operating account and provide proof of said transfers no later than June 30, 2024; provide notification of customers' rights and responsibilities to new customers and all customers annually; acquire and file written quotes from vendors for procuring and installing updated meters by January 31, 2024; and acquire and file written quotes to procure and install emergency generators at each of the five systems by January 31, 2024.

In October 2023, the arsenic filters on System No. 5 began to show signs that they had reached the end of their intended functional life. Ultimately, the arsenic filtration system failed on December 16, 2023, and UCDOH imposed a Do Not Drink order that day. The Do Not Drink order remained in effect for 23 days, until the Company replaced the filtration media and produced test results confirming that the arsenic levels in the water were below required thresholds, on January 8, 2024.

4.2 2024 Staff Report and 2024 Order to Show Cause

Staff published the 2024 Staff Report on February 15, 2024, under DPS Case 24-W-0105, which presented the results of Staff's preliminary investigation of the 2023 arsenic filter failure and general operations of Hudson Valley. Staff contended that Hudson Valley failed to take proper precautions to potentially avoid the December 16, 2023, arsenic filtration system failure. These failures include that the Company had not made full use of its ability to fund its escrow account, which could have provided funding for timely acquisition of replacement arsenic filter media. Further, the 2024 Staff Report explained that, following the failure of the arsenic filters on December 16, 2024, the Company appeared not to adhere to the terms and standards in its own Emergency Response Plan and should have, but did not provide notice of the service impairment to DPS as specified in 16 NYCRR §503.3(b).

Regarding its operations generally, the 2024 Staff Report contended that Hudson Valley failed to make appreciable and consistent improvements to its billing, metering, management of its water-works systems, and customer service operations in accordance with

the recommendations made in the 2020 Staff Report; had not complied with certain directives in the 2023 Rate Order; and had failed to meet the deadlines for annual filings as outlined in the 2020 Staff Report. The 2024 Staff Report also outlined several issues Staff identified during the rate proceeding leading to the 2023 Rate Order, including an inability to provide necessary supporting documentation for expenses, provision of documents, where available, and proposals to recover personal expenses from customers through water rates. The 2024 Staff Report explained that these failings demonstrate the Owner's inability to keep clear and concise documents in a professional manner and a lack of understanding of what would constitute a water utility expense.

Based on the available information at that time, Staff concluded that the Owner does not have the managerial and financial capability to allow for the operation of the water systems safely and reliably. On the same day of publication of the 2024 Staff Report, the Commission issued the Order to Show Cause directing Hudson Valley's owner to submit in writing why the Commission should not appoint a temporary operator for Hudson Valley pursuant to Public Service Law §112-a.¹⁶

5. Conclusion of Investigation Following 2024 Staff Report

5.1 Company Response to Order to Show Cause

On March 1, 2024, the Owner filed a letter responding to the Order to Show Cause. In his response, the Owner stated that appointment of an outside operator would not be necessary, warranted, or reasonable. He stated that the Company purchased a replacement media quickly in response to the December 16, 2023, arsenic filtration system failure, but remediation was prolonged outside of the Company's control because of delays in the installation of a new filter due to the end of year holidays. The Owner stated that the Company provided customers water via tanker truck during the failure and the Company communicated with customers continuously through email and hand-delivered notes. As a result, the Owner argues that Hudson Valley took all the necessary actions upon the filter media's failure, but

¹⁶ Case 24-W-0105, Proceeding on Motion of the Commission to Investigate the Acts and Adequacy of Service Provided by Hudson Valley Water Companies, Inc., Order to Show Cause (issued February 15, 2024).

admitted the media could have been changed sooner before the failure. Otherwise, the Owner claimed the December 2023 failure was a “*one-time occurrence*” and that the Company had met water quality standards otherwise.

Regarding broader record keeping issues that the Commission and Staff identified, the Owner stated that the Company had maintained detailed records for customer contact/complaints, service interruptions, billing summaries, billing adjustments, and meter readings. The Owner claimed these records “ha[d] been filed for the year 2023” Regarding meter reading issues, the Owner stated the Company had submitted quotes for installing new meters throughout its systems as directed. However, the Owner claimed that after the COVID-19 pandemic, customers largely did not permit meter readers to enter their homes to read meters, resulting in the Company’s reliance on customer readings. When the Company does not get a reading, the Owner stated that the Company estimates bills based on past usage, adjusting bills pursuant to customer reads if warranted. The Owner also largely dismissed concerns presented by Staff and the Commission regarding customer complaints and allegations of unprofessional interactions with the Owner. Instead, the Owner claimed that he “continually operate[s] professionally in all areas.”

For issues raised by Staff and the Commission regarding the Company’s limited financial capability and ability to fund its needed capital improvements, the Owner asserted that the rates authorized in the 2023 Rate Order were “totally inadequate to simply maintain current service and cover operating costs.” Regarding the Company’s escrow account that the Company can and should use to fund repairs, including repairs to the arsenic filtration system, the Owner acknowledged that the Company is authorized to charge up to \$50 per quarter but has only been charging \$6.10 even though that level of escrow surcharge revenues has been inadequate to cover expenses. The Owner did not provide an explanation of why the Company had not increased the surcharge to better fund the escrow account, per the terms of Escrow Account Statement No. 1.

Finally, the Owner generally stated he was open to the transfer of all of the Company’s water systems to either municipalities or larger water utilities. The Owner claims the Company had been in contact with the municipalities the Company’s systems operate in for

creation of a public water district, but only the Town of Hurley had expressed any interest in purchasing System Nos. 3 and 4. The Owner claims the discussion with the Town of Hurley seems to be “on hold” during the pendency of Case 24-W-0105. Otherwise, the Owner suggested sale of System No. 5 to the homeowner’s association from which it was originally acquired and expressed general interest in selling System Nos. 1 and 2.

5.2 Results of Staff’s Investigation Following the 2024 Staff Report and Order to Show Cause

5.2.1 Data Validation

On April 3, 2024, Staff issued an interrogatory seeking the Company’s records for the preceding three calendar years including: customer contact information for notifications; notifications the Company has sent regarding boil water notices and Do Not Drink orders; documentation regarding the provision of potable water through tanker trucks during service outages; and servicing/repair of System No. 5’s arsenic filter media.¹⁷ This interrogatory required copies of original documents in their original format and also required the Company to update its response, including providing additional documentation if it becomes available on an ongoing basis. In response, the Company did not provide sufficient quantity or quality of documentation requested, and the Company has failed to provide any updated or additional documentation.

First, in response to Staff’s request for the Company’s notifications to customers regarding boil water orders or Do Not Drink orders, the Company provided Microsoft Word documents proffered as copies of emails to customers, screenshots of emails from the system operators to customers regarding a service interruption in October 2022, and correspondence between the Owner and UCDOH regarding the December 2023 arsenic filter failure at System No. 5. The Microsoft Word files the Company provided as documentation of customer notifications are not verifiable. There are no lists of recipients given, many do not have dates, and the Company did not provide any evidence to demonstrate that it actually sent the correspondences to customers. The Company’s provided screenshots do show an email to

¹⁷ Case 24-W-0105, Staff IR DPS-01.

System No. 5 customers showing the number of recipients, matching the system's customer count of 27. However, the screenshots do not allow Staff to verify what email addresses the system operators sent the messages to.

The Company also provided forwarded emails regarding customer notifications in High Falls, for System No. 2. The forwarded emails are not from the Company, or any other entity representing the Company, directly notifying customers, but emails from the Owner to the Town of Supervisor for the Town of Rosendale. Specifically, in these emails, which pertain to a water outage in March 2024, the Owner requested the Supervisor send an alert of the outage to customers as the Company had been relying on a Facebook page to notify customers, but the website was not working at the time.

Notably, the forwarded emails between Hudson Valley and UCDOH do provide insight into the Company's actions during the December 2023 arsenic media failure at System No. 5. The emails show UCDOH requesting the Company to provide more accurate information regarding its remediation of the failure and status of the system, as UCDOH had observed piecemeal communications leading customers to have conflicting information during the failure. Further, these emails show UCDOH repeatedly directing the Company to provide a tanker truck with potable water for customers during the outage since at least December 19, 2023. The Company proposed multiple solutions it deemed as more practical, including reimbursing customers for three gallons per day of bottled water and supplying 20 gallons of water to each resident individually. These exchanges between the Company and UCDOH demonstrate the Company's delayed deployment of a tanker truck and, thus, provision of potable water by multiple days, reflecting the Company's delayed response overall. The Company also provided its invoice for the provision of the tanker truck, which corroborates that the Company did not provide the tanker truck until December 23, 2023, rather than the day of the arsenic system failure, the day immediately following, or even when UCDOH directed the Company to do so.

The Company also provided invoices relating to replacement of the arsenic filter media in System No. 5 during the 2023 failure, as well as the replacement that occurred in 2020. The invoices show the Company's purchase of the filter media in 2020 and 2023, as well

as an invoice for the service technician during the 2023 failure. However, the interrogatory sought any evidence of equipment purchases, technician services, or advice relating to the arsenic filter media, generally. As discussed above, the arsenic filter media had shown signs of failure starting in October 2023, and the 2020 Staff Report, as well as the 2023 Rate Order had also recommended several areas for system improvements. The Company did not provide any materials relating to work on the arsenic filtration system in 2023 other than the direct replacement of the filter media after the filtration system's failure in December.

Overall, the Company's response to Staff's interrogatory largely contradicts the Company's assertion in its response to the Order to Show Cause that it maintains robust records of customer interactions. The Company has failed to provide such records in several Commission proceedings, including this one in which the Owner directly asserts the Company has maintained them in response to the Order to Show Cause. Further, the records Hudson Valley did provide are either unverifiable or indicate failings of the Company's managerial capacity in the cases of delays to providing the tanker truck against advice from UCDOH, or lack of records indicating proactive maintenance to a system the Company knew was at threat.

5.2.2 Customer Interviews

Following the issuance of the Order to Show Cause and the 2024 Staff Report, Staff also conducted interviews with Hudson Valley customers to gather further information for this investigation. On May 2, 2024, Staff held an interview with five customers of System No. 5. During the interview, customers stated that not all customers were notified of the December 2023 Do Not Drink order, and that lack of notification for outages and major system impairments has been a reoccurring issue. Customers also stated that, for outages and major system impairments, they rarely receive any form of notice in physical format, as the Company provides notices via email.

One customer represented that the customer knew of elderly customers who do not have email accounts, and when the Company does not provide notice via hand delivered notice, those customers rely on neighbors to be informed. Further, this customer stated that they had personally informed a customer of the 2023 Do Not Drink order who had not received notice from the Company, and thus who had been drinking presumably contaminated water.

The interviewed customers also stated generally that they are aware of multiple instances where customers drank presumably contaminated water due to lack of notification. During the course of prolonged outages, customers stated that the Company provided little notification as to the status of the outage and when to expect service would be restored. When these customers tried to get more information from the Company, either by phone or email, they stated their inquiries often went ignored.

Aside from the lack of notifications, the interviewees discussed additional issues with the Company. Regarding the December 2023 arsenic treatment failure, one customer stated that, due to the extensive timeframe, they had to purchase hundreds of dollars' worth of bottled water and had to relocate their family. Additionally, they corroborated that the Company had not provided trucks with potable water until a week after the Do Not Drink order was issued. They also stated that, and when the truck arrived, the truck's pipes were frozen shut precluding customers from getting water.

Multiple customers also stated that, when communicating with the Owner, the Owner behaved aggressively and unprofessionally. As an example, one customer stated that the Owner yelled at their partner when they tried to get clarity regarding an invoice, and another customer stated that the Owner threatened their neighbor with a water shut off. One customer stated that the Company bills them incorrectly, despite the customer regularly submitting photos of their meter readings. One customer stated that Company personnel asked them to perform duties usually handled by the Company, such as taking water samples themselves and assisting the Company with checking for leaks, and that customers are often the ones to alert the operators of simple issues. One customer stated that the operators are not fully capable of addressing issues due to lack of resources. Multiple customers also stated that emergency generation was needed for the Company's systems to provide water service during electrical outages.

On May 6, 2024, Staff held additional interviews with three Hudson Valley customers. Two customers are served by System No. 5, and one is served by System No. 2. The customers provided a narrative of failures in communications similar to those in the interview described above, including instances of local Facebook groups reporting Do Not Drink orders or

boil water notices to each other as various residents had not received notifications from the Company. One customer stated that they did not receive notification for an overnight service outage and subsequent boil water notice in effect from December 20, 2022 through December 28, 2022, and therefore it was likely they had consumed the water without boiling during that time.

During the 2023 arsenic filter failure, the customers stated they received inconsistent communications regarding the timeline of repairs to the arsenic filtration system and the availability of water from a tanker truck. Customers also indicated that they experienced unprofessional or threatening communications and actions from the Company when seeking information about the outages, corroborating statements from the customers in the first interview. It is important to note that silence from the Company during outages is a common complaint relayed to Staff.

In combination with the Company's response to Staff's interrogatory, these interviews largely corroborate and exemplify the lack of managerial capacity Staff had noted in the 2024 Staff Report. Hudson Valley was unable to provide sufficient records of its communications to customers for the 2023 arsenic filter failure at System No. 5 and provided little to no documentation of any form relating to numerous other service outages in the three years prior to April 2024, as requested in the interrogatory. This lack of documentation and the numerous customer statements of poor or nonexistent Company communication on service outages indicate that the Company has not effectively informed customers at times when the Company was providing presumably contaminated water. The sparse records and customer statements also speak to a continual pattern, not just isolated instances. Given the records established in the 2020 and 2024 Staff Reports as well as the 2023 Rate Order, this failure to improve communications over multiple years leads Staff to conclude that the Company does not have the managerial capacity to provide safe and reliable service to its customers.

6. Operations Since February 2024

Since the 2024 Staff Report and Order to Show Cause, Hudson Valley also continues to show issues outside of Staff's investigation in this proceeding. Through public comments, customer complaints, and required Company filings with the Commission in other

proceedings, Staff continues to observe deficiencies in the Company's operations and management.

6.1 Public Comments and Complaints

Since the publication of the February 2024 Staff Report and Order to Show Cause, 25 commentors have filed comments under Case 24-W-0105. The comments cite frequent service interruptions, customer service dissatisfaction, and water quality concerns including the 2025 failure of the arsenic filtration system. Since the publication of the 2024 Staff Report and through December 4, 2025, nine customers have filed complaints with DPS regarding Hudson Valley. Their complaints included three disputing the accuracy of bills, three instances of customers attempting to stop service termination due to billing disputes, one regarding estimated billing, one water quality concern, one disputing the termination of the customer's service because the Company will only receive payment by mail, and one complaint regarding the 2025 arsenic filtration system failure and inadequate communication from the Company. The number of complaints DPS continues to receive regarding Hudson Valley is substantial given the Company's customer count and size of its systems.

6.2 Continuing Failure to Comply with 2023 Rate Order

It is Staff's position that the Company failed to comply with Commission directives in many respects. In the 2024 Staff Report, Staff explained how the Company had failed to comply with the Commission's directives set forth in the 2023 Rate Order. Since the issuance of the 2024 Staff Report, the Company has continued to fail to comply with several of the 2023 Rate Order's directives, which provides continued evidence that the Owner is failing to make necessary improvements to Company management and operations.

The 2023 Rate Order directed Hudson Valley to file with the Secretary to the Commission, no later than January 31, 2024, formal written quotes from vendors reflecting the forecasted costs associated with acquiring and installing an emergency generator at each of the Company's five systems. This directive stemmed from the 2020 Staff Report, which stated that the Company should identify the type of generator best suited for each of its water systems, prioritized by systems most in need. The Company's 2021 Long-Term Capital Improvement Plan forecasted installing such generators within one to two years, depending on priority and

availability of funds.¹⁸ As detailed in the 2024 Staff Report, the Company did not provide firm quotes for these generators, only rough estimates. To date, the Company has not yet provided these quotes. Thus, it continues to be out of compliance with the Commission's directive in the 2023 Rate Order.

The 2020 Staff Report noted significant concerns with the Company's customer service, service outages, meter reading, and record keeping regarding these aspects of its operations. To allow for closer oversight and to focus the Company's management on these issues, the 2020 Staff Report recommended that the Company make annual filings of customer service, service outage, estimated bill, and meter reading logs. The Company filed such logs in Case 20-W-0477 on September 30, 2022. The 2024 Staff Report stated that the September 30, 2022 filing indicated inadequate improvement to the number of estimated meter readings. Additionally, the logs submitted on September 30, 2022 provided inconsistent, illegible information that did not meaningfully portray the Company's interactions with customers or the resolution of customer complaints. Due to the poor quality of the records, as well as customers' continued concerns with the Company's estimated billing procedures, the 2023 Rate Order directed Hudson Valley to file detailed customer service, service outage, estimated bill, and meter reading logs as well as supporting documentation for such logs with the Secretary to the Commission in Cases 22-W-0357 and 20-W-0477 annually by January 31, beginning in 2024. The Company has failed to make timely or complete filings as the Commission directed.¹⁹ It did make an incomplete and untimely filing in 2024 following the Commission's issuance of the Order to Show Cause, which only contained a breakdown of total bills issued in 2023, and of those total bills which were based on Company-read, customer-read or estimated meter readings. The Company did not, however, provide the required logs of customer service interactions or service outages for 2023, or any supporting documentation.

In the pending 2025 Rate Proceeding, Staff asked the Company about these missing filings, to which the Company responded it "believes that it has submitted all the above

¹⁸ Case 20-W-0477, supra, Long Term Capex Plan (filed September 24, 2021).

¹⁹ Cases 20-W-0477 and 22-W-0357, supra, Hudson Valley Billing Breakdown – 2023 (filed March 1, 2024).

information as directed but we cannot locate the submittals.”²⁰ Attached to the response it provided directly to Staff, the Company provided a customer service log of communications through September 2025, a service interruption log of outages through June 2024, a breakdown of the number of customer bills adjusted after obtaining a meter reading for 2024, and a breakdown of the number of customer bills based on Company read, customer read, or estimated for 2024. The records provided to Staff fail to address several categories of information the Commission required in the 2023 Rate Order, additionally, the Company failed to provide any of the logs timely, by January 31, 2024, or to the Secretary as required.

The 2023 Rate Order required that Hudson Valley update the customer interactions log to include who initiated contact, whether the issue is new or existing, the date of last contact on the issue, the Company personnel contacted, and a detailed summary of the communication and the resolution.²¹ The Company’s logs lack these details and only include vague notes that do not allow the reader to understand the customers’ concerns or whether the Company satisfactorily resolved those concerns.

The 2023 Rate Order also required the Company to provide power and water outage logs that include dates, system locations, causes, duration, number of customers effected, the cost to restore service, notification dates, duration of any boil water notices, and company actions during power or water service outages.²² Hudson Valley’s provided logs failed to indicate the number of customers effected, the cost of restoring service, the dates of notifications to customers or to agencies regarding the outages, and whether boil water advisories were issued. The Company also did not provide sufficient detail on the cause of the outages, duration of outages or boil water advisories, and actions the Company took to resolve them.

Additionally, the 2023 Rate Order required a log breaking down the Company’s billing, including: each customer’s account identification, the customer’s water system, how the customer’s meter was read or estimated, whether the Company adjusted a bill along with

²⁰ Case 25-W-0328, supra, Company response to DPS-01.

²¹ 2023 Rate Order, pp. 36-37.

²² *Id.*, p. 37.

information about which quarter's bill required adjustment, and any meter access issues.²³ The Company provided logs that only include the total numbers of bills issued, and do not include any customer-specific level of detail as required. Further, the Company failed to include any supporting documentation with these logs, as required by the 2023 Rate Order,²⁴ and has still not filed these logs with the Secretary to the Commission, which would identify the filings in the publicly available docket on the Commission's website.

Lastly, the 2023 Rate Order directed Hudson Valley to make four quarterly one-time transfers of \$1,845 from its escrow account to its operating account to complete the recovery of tank painting costs. The 2023 Rate Order also directed the Company to file copies of the bank statements showing each of these transfers with the Secretary to the Commission within 30 days after the last transfer is made, but no later than June 30, 2024. A review of its separate escrow filings show that it made only one of the four transfers in November 2023. Further, the filing required by the 2023 Rate Order has not been received.

Overall, Hudson Valley's continued failure to comply with Commission directives indicates that the Owner lacks the managerial, financial, and technical capabilities necessary to ensure that the Company can provide safe, adequate, and reliable service. The Owner's disregard of these Commission directives demonstrate that he is not prioritizing the Company's need for emergency generation on its five systems, does not maintain sufficient records to enable adequate Commission oversight, and fails to maintain adequate funds needed to properly operate the five water systems. These failures are continued evidence of the Owner's lack of managerial capacity, insufficient financial capability, and inability or unwillingness to make necessary improvements to Hudson Valley's operations.

6.3 Estimated Billing

As explained in the 2024 Staff Report, Hudson Valley continually estimates a significant amount of its customers' bills since at least 2017. Given this longstanding performance deficit, the estimates may now be themselves based on unreliable historical

²³ Id., pp. 37-38.

²⁴ Id., p. 38.

estimates, in violation of the Company’s tariff.²⁵ The Company’s responses to information requests in the pending 2025 Rate Proceeding demonstrate that estimated billing continues to present an operational deficiency at Hudson Valley. Of the 431 bills issued quarterly in 2024, only four bills, one in each quarter for a single customer, were based on a meter reading performed by the Company and the Company based the majority of the bills it issued in 2024 on estimates of customers’ usage.²⁶ The information provided is tabulated as follows:

2024	Total Bills Issued	Company Read	Customer Read	Estimated	Percentage of Estimated
Q1	431	1	168	262	60.8%
Q2	431	1	169	261	60.6%
Q3	431	1	165	265	61.5%
Q4	431	1	187	243	56.4%

The Company has continually stated it would improve the number of estimated bills since 2017, with little improvement. The 2020 Staff Report stated that the Company complained of personnel issues without providing an explanation of how the staffing issues affected meter reading performance.²⁷ The Company stated in 2021 that the meter replacements would be implemented within three to five years in the Company’s long term capital plan.²⁸ The 2024 Staff Report noted that the Company continued to cite staffing issues and an inability to access customer meters. The 2024 Staff Report also explained that the Company has the option to relocate meters to make them more accessible.²⁹ To date, the Company has taken no steps to implement the meter replacements. The number of estimated bills remains untenably high and it is entirely plausible that the Company is issuing bills to customers based on estimates of usage that do not reflect the “average water usage at the

²⁵ Leaf 7 of the Company’s tariff, P.S.C. No. 2 – Water, states that “Estimated readings are based on the average water usage at the premises from the prior two years.”

²⁶ Case 25-W-0328, supra, Company response to DPS-01.

²⁷ 2020 Staff Report, p. 65.

²⁸ Case 20-W-0477, supra, Hudson Valley Water Companies, Inc. Long Term Capital Improvement Plan for the Five Years Ended December 31, 2025 (filed September 24, 2021).

²⁹ 2024 Staff Report, p. 35.

premises from the prior two years” based on reliable actual meter readings, thus failing to effectuate Hudson Valley’s tariff.

6.5 Condition of a Critical System Building on System No. 1

In addition to issues with System No. 5 in Boiceville that require system improvements that could be funded using the escrow account, a NYSDOH Sanitary Survey, dated December 28, 2023, indicates a critical violation for System No. 1 (Mt. Marion).³⁰ The survey states that the “treatment building [is] in serious disrepair [and shows] questionable structural integrity. Vector control is not possible and serious concerns for safety of sources and treatment equipment are present.”³¹ Such disrepair includes a collapsing ceiling, major damage to walls and insulation, and an unsecured well pit. Based on the records the Company provided, Hudson Valley has not yet addressed this “critical violation.” Therefore, failure to collect appropriate funds via the escrow surcharge that are necessary to address system deficiencies and achieve compliance to Commission directives is not limited to System No. 5 but are a systemic issue and further evidence of the Company’s broad lack of financial and managerial capacity to operate any of its systems.

7. October 2025 Arsenic Filtration System Failure

Although the Company claimed, in its response to the Order to Show Cause, that the December 2023 failure of the arsenic system was a “one-time occurrence,” the Company experienced another system failure in October 2025.

7.1 Timeline of Events

In mid-October 2025, System No. 5 was experiencing a high pressure differential across the arsenic filters, which made it difficult to provide adequate pressure and water flow to the distribution system.³² According to UCDOH, the filter media had formed into a clay-like substance, clogging the filters, and preventing the adequate flow of water.³³ Hudson Valley

³⁰ Case 25-W-0328, supra, Company response to DPS-24.

³¹ Id.

³² Company letter to Staff provided on November 11, 2025.

³³ According to UCDOH correspondence received on November 3, 2025.

attempted to resolve the clogging issue with frequent backwashing of the filtration system, however this was not successful.³⁴ Therefore, on October 19, 2025, UCDOH issued a Do Not Drink order because the arsenic level in the water supply was expected to increase when the arsenic filters were bypassed to perform needed maintenance work. On that date, Hudson Valley emailed customers of System No. 5 informing them of the Do Not Drink order. With the absence of potable water from the distribution system, starting October 20, 2025, the Company stated it had a tanker truck with potable water available to customers at Beechford Drive.

The Company brought in a consultant on October 24, 2025, who worked at the system until October 28, 2025, in an attempt to alleviate the loss of pressure across the arsenic filter, but was unable to do so.³⁵ On October 28, 2025, the consultant advised the Company to replace the arsenic filter media.³⁶ On October 29, 2025, a customer of System No. 5 contacted Staff via email informing us that customers had been without potable water for ten days due to a Do Not Drink order. Staff issued a letter, dated November 3, 2025, to the Company requesting that Hudson Valley provide Staff further information regarding the Do Not Drink order. On November 11, 2025, Hudson Valley responded to Staff's November 3, 2025, letter with information on events that led up to the Company's issuance of the Do Not Drink order, its plans to remediate the filtration system, and that it expected the first media to be shipped on November 10, 2025.³⁷

On November 10, 2025, the Ulster County Executive filed a letter (County Executive Letter), requesting, among other things, that DPS take actions to expedite the replacement of the filter media and ensure proper communications from the Company to customers.³⁸ Staff responded to the Ulster County Executive by letter dated November 17, 2025, emphasizing the benefits of continued collaboration between DPS and the UCDOH in the

³⁴ According to UCDOH correspondence received on November 3, 2025.

³⁵ According to the Company's letter provided to Staff on November 11, 2025.

³⁶ Id.

³⁷ Id.

³⁸ The County Executive Letter was filed as a public comment in Cases 20-W-0477, 24-W-0105, and 22-W-0357.

shared oversight of Hudson Valley and describing the current status of the efforts to replace the arsenic filtration media and restore full water service to customers.³⁹ In addition, Staff issued a letter to the Owner, dated November 14, 2025, which requested that Hudson Valley contact its System No. 5 customers immediately with updates regarding the media replacement and next steps as well as file with DPS Records Access Officer proof of its email correspondences to its customers regarding the Do Not Drink order. The Company made a filing, with a request for confidential treatment, on November 21, 2025, under Case 24-W-0105. The filing included three email correspondences that Hudson Valley stated it sent to customers. No customer email addresses were shown on the emails, instead the Company filed a separate document listing email addresses the Company stated it has for System No. 5 customers. The first email, dated October 19, 2025, informed customers of the initial Do Not Drink order and the availability of a water truck the next day; the second, dated November 18, 2025, informed customers that the filters were being serviced and that testing and results of testing were required to lift the Do Not Drink order; and the third, dated November 19, 2025, informed customers that the filter was scheduled to be replaced that day, a sample would be taken November 20, 2025 and once satisfactory results were received the Do Not Drink order would be lifted.⁴⁰

However, according to UCDOH, the filter media was actually installed on November 22, 2025, and a sample for testing was sent on November 24, 2025.⁴¹ On November 26, 2025, UCDOH received the sample results showing sufficiently low levels of arsenic.⁴² UCDOH then instructed the Company to flush the storage tank and lines prior to lifting the Do Not Drink order. The Company stated it was unable to flush the tank and lines due to the distribution system's lack of hydrants and the fact that the hose connected to the

³⁹ As noted in Staff's November 17, 2025, response, the information regarding the then-current status of the replacement efforts was provided through communications between Staff, UCDOH, and Hudson Valley. Staff's response was filed on November 18, 2025, under Cases 20-W-0477, 24-W-0105, and 22-W-0357.

⁴⁰ Company filing made confidentially on November 21, 2025, under Case 24-W-0105.

⁴¹ According to UCDOH correspondence received on November 24, 2025.

⁴² According to UCDOH correspondence received on December 1, 2025.

storage tank would not work well to drain the tank. Per UCDOH, Hudson Valley flushed the system by allowing normal water usage for non-drinking purposes. Upon advisement by UCDOH, the Company took a subsequent sample on December 1, 2025, and submitted it for analysis.⁴³ In addition, on December 1, 2025, Staff issued a letter to the Owner and System No. 5's operators, instructing them to submit the water quality test results to UCDOH and the Secretary to the Commission.⁴⁴ On December 2, 2025, 45 days after Hudson Valley informed customers of the issuance of the Do Not Drink order, the Company provided test results to UCDOH that allowed UCDOH to lift the Do Not Drink order.⁴⁵ On December 3, 2025, the Company and its operators filed with the Secretary to the Commission the test results received by the Company on December 2, 2025.

In response to Staff's November 26, 2025, request for additional event information, on December 4, 2025, UCDOH provided details on the water system, the events leading up to the failure, deficiencies in the Company's procedures and handling of the system failure. For reference, UCDOH also provided test results of the raw well water supplying System No. 5, taken on October 21, 2025, showing the dangerous concentration of arsenic in the unfiltered water and the potential health detriments of consuming such unfiltered water in the December 4 letter. In addition, on December 4, 2025, the Owner filed a letter in response to Staff's reply to the County Executive Letter stating that Hudson Valley has worked on the issues with System No. 5's arsenic filter media, that the filters are now operating safely and the Do Not Drink order has been lifted, and the Company is taking steps with UCDOH to better plan for this issue.⁴⁶ The letter concludes to say that the operation of all the systems are more than adequate and acceptable, and there is no need to appoint a temporary operator, but the Company is open to transferring System No. 5 to the Boiceville Homeowners Association or transferring the Company to a larger water utility.

⁴³ Id.

⁴⁴ A copy of this letter is filed in cases 20-W-0477, 24-W-0105 and 22-W-0357.

⁴⁵ According to UCDOH correspondence received on December 4, 2025, and the Company's filing made on December 3, 2025, in Cases 20-W-0477, 24-W-0105, and 22-W-0357.

⁴⁶ Filed in Cases 20-W-0477, 24-W-0105, 22-W-0357 and 25-W-0328.

7.2 Hudson Valley's Shortcomings/Failures

7.2.1 Avoidable Event

The 2025 arsenic filtration system failure event was avoidable. According to UCDOH, the Company should have ordered the replacement filter media as soon as the operator observed that the pressure differentials were consistently high.⁴⁷ Therefore, UCDOH stated that Hudson Valley should have purchased replacement media filters prior to the October 2025 failing and the Company's failure to proactively address the media is a violation of NYDOH regulations.⁴⁸ Specifically, 10 NYCRR §5-1.71(b), which requires water companies to exercise due care and diligence in the operation and maintenance of a water treatment plant and distribution system.⁴⁹ Considering Hudson Valley experienced a similar situation with the 2023 arsenic filtration system failure, the Company has demonstrated that it is not capable of making consistently appropriate technical and managerial decisions.

7.2.2 Insufficient Financial Planning

Hudson Valley failed to financially plan for the replacement of the arsenic filter media. As a result, the Company incurred a higher cost to replace the arsenic filter media, rendered both arsenic filters inoperable, and appeared to have insufficient escrow funding to proactively replace the arsenic filter media or fund the emergency arsenic filter media replacement. In the 2024 Staff Report, Staff noted that the Company should have been aware that the arsenic filter media requires replacement every three to four years and should have ensured that the escrow account had funds necessary to replace the arsenic filter media prior to its failure.⁵⁰ Hudson Valley should have had the same awareness for the media installed in 2023. Based on the invoices and estimates provided by the Company, the cost of addressing the 2025 emergency arsenic filtration system failure will be approximately \$38,850.⁵¹ This

⁴⁷ UCDOH letter to Staff dated December 4, 2025.

⁴⁸ Id.

⁴⁹ Id.

⁵⁰ 2024 Staff Report, p. 35.

⁵¹ Case 25-W-0328, Company response to DPS-35.

includes the costs of the operators' labor to frequently backwash in an attempt to preserve the old media; the labor to bypass the filter system for servicing; the filter technician's labor to replace the media; the of replacement filter media itself; the provision of potable water via tanker truck; and the water quality testing. Upon review, some of these expenses could have been reduced or avoided completely with proper planning and proactive execution. According to Hudson Valley, System No. 5 has two tanks with media inside to reduce the arsenic content in the water supply.⁵² To date, Hudson Valley has not provided Staff with an update regarding when it would replace the arsenic filter media in the second tank.⁵³ In addition, UCDOH stated that the Company originally indicated it would order the more granular filter media the Company had used in the past, as opposed to the powdered media the Company installed in 2023, which although less expensive, is a lower quality filtration media. However, the Company then ordered the powdered media without notifying UCDOH until after placing the order.⁵⁴

The escrow account is intended to have funds available to address needed and immediate capital improvements or repairs that exceed the repair and maintenance expense amount included in base rates. If Hudson Valley were to charge the full \$50 quarterly surcharge to replenish the escrow account to its authorized limit of \$22,000, the Company could have covered this cost and likely avoided this failure. As these terms are outlined in the Company's Escrow Account Statement No. 1, the Company already has the authorization it needs to charge up to \$50 quarterly per customer. The Commission and Staff has informed the Company on multiple occasions, including in the 2023 Rate Order and the 2024 Staff Report, that it is authorized to charge up to \$50 per customer per quarter as needed. Based on the Company's 2024 Escrow Filing, the Company only charged customers \$6.10 quarterly, and the escrow account only had a balance of \$3,203 as of December 31, 2024. As such, the decisions made by the Company to not plan for the funding of the periodic replacement of the arsenic filter media before it fails demonstrates consistently absent sound managerial and financial reasoning.

⁵² Company letter to Staff provided on November 11, 2025.

⁵³ The arsenic treatment system at System No. 5.

⁵⁴ According to UCDOH correspondence received on December 4, 2025.

7.2.3 Insufficient Communication

The Company failed to sufficiently communicate during the initial phase of the event. In the November 11, 2025, letter to Staff, the Owner stated that the Company notified customers of the situation by email and hand notice and that the Department of Health has been keeping customers informed. However, according to the customer correspondence Staff received on October 29, 2025, the customer stated the Company was not responding to customer inquiries regarding the status of repairs and lifting of the Do Not Drink order. The correspondence also claimed that not all customers were notified of the issuance of the Do Not Drink order as they were not included in the Company's email distribution list, and such customers may have continued to drink the presumably contaminated water. The customer provided copies of the only two email correspondences from Scott Michaels, one of System No. 5's operators. The first email initially notified customers of the Do Not Drink order and the second email, sent in response to a customer's request, stated Hudson Valley is awaiting approval from engineers, technicians, and the Health Department without elaborating on what type of approval is needed, the cause of the Do Not Drink order, or an estimated time for restoration of potable water. The County Executive Letter also stated that, during the time the Do Not Drink order was in effect, communications between the Company and customers were poor, with some residents receiving no notification that the water they were drinking was not potable. The County Executive Letter also stated customers and the Ulster County Executive herself attempted to contact the Company but received no response. No information provided by the Company or any customers corroborates the Company's claim that it hand-delivered notice of the Do Not Drink order.

In response to Staff's November 14, 2025 letter requesting Hudson Valley provide its customers additional system updates and file with DPS proof of such notification, the emails the Company filed on November 21, 2025 did not show which customers received the correspondence, and while the Company's cover letter stated that its filing includes a list of customers and account numbers, the filing did not contain such list, nor has the Company provided this list to date. Ultimately, the Company's November 21, 2025, filing does not adequately demonstrate that the Company initially informed all System No. 5 customers of the

Do Not Drink order in a timely manner or that the Company provided all System No. 5 customers with the subsequent updates.

UCDOH advises that a Do Not Drink order means that all residents need to avoid drinking and cooking with water as they could suffer serious health risks from doing so. With customer correspondence indicating a lack of communication and the Company's failure to provide proof of adequate notification of the public health hazard, as required by 10 NYCRR §5-1.78, it is likely that some customers were not made aware of the Do Not Drink order and may have ingested contaminated water as a result. This demonstrates that Hudson Valley has failed to provide safe and reliable service and shows a continued lack of managerial capacity to do so.

Further, as required by 16 NYCRR §503.3(b), the Company must immediately take steps to notify Staff of all interruptions to, or major impairments of, service for a duration of four hours or more which affects five or more customers or one percent of the total number of customers served, whichever is larger, or which affect the water availability at fire hydrants. The Company only began providing Staff information regarding the Do Not Drink order after Staff issued a letter dated November 3, 2025, to the Company seeking further information regarding the Do Not Drink order.

Insufficient communication by a utility during an emergency event may lead to the endangerment of people, the circulation of incorrect information, impacts the feeling of trust of the utility, and does not allow customers to make appropriate plans when emergency events extend for multiple weeks. Providing information that was not timely and useful may have increased the number of customers that contacted the Company and did not establish clear expectations to customers on next steps. In addition, consuming water containing arsenic at levels potentially above drinking water standards presents risk to human health. Therefore, we find Hudson Valley failed to communicate at a frequency and at a level expected for such an emergency event.

8. Conclusion

Staff has identified multiple deficiencies in the water utility's operations. The deficiencies with Hudson Valley's water service since 2019 (identified in previous Staff reports), Staff's investigation into the Company following the 2024 Staff Report and Order to Show

Cause, the continuing deficiencies since the 2024 Staff Report and Order to Show Cause, and facts gathered stemming from the most recent failure of the Boiceville system and the 2025 Rate Proceeding (including non-compliance with the 2023 Rate Order) individually and collectively demonstrate that the Owner and operators of Hudon Valley have failed to provide safe, adequate and reliable water service and lack the managerial, technical, and financial capability to do so. As discussed above, the Company has continually failed to sufficiently manage not only System No. 5, but also System No. 1; to a point that System No. 1 presents concerns regarding structural integrity of the treatment building, concerns for the safety of the water supply and treatment equipment, and safety concerns for the operator. The Company has also failed to sufficiently manage the Company's finances and customer service as a whole. Input from UCDOH corroborates that Hudson Valley has failed to provide safe water service by repeatedly failing to exercise due care and diligence in the operation and maintenance of its facilities.

Moreover, the Company has been provided with guidance from Staff and directives from the Commission to improve its service. The Company has access to resources through its existing escrow account and ability to surcharge customers. Despite this, the Company has failed to take any serious initiative to rectify its deficiencies and demonstrate that it can provide safe, adequate, and reliable service.

Based on these facts, DPS reaffirms its initial conclusion in the 2024 Staff Report that the Owner does not have the managerial, technical and financial capability to operate Hudson Valley's water systems safely, adequately, and reliably. Therefore, Staff concludes that grounds exist for the Commission to determine, pursuant to PSL §112-a that it is appropriate to appoint a temporary operator willing and capable to operate all five systems to provide safe, adequate, and reliable water service to customers.

DEPARTMENT OF PUBLIC SERVICE STAFF REPORT

APPENDIX

CASE 24-W-0105

Supporting Documents for
the Department's 2025 Staff Report

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Staff, Company, and UCDOH Letters	171 - 188
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April 3, 2024

VIA ELECTRONIC MAIL

Jeffery Fuller
President and Owner
Hudson Valley Water Companies, Inc.
83 Eagle Chase
Woodbury, NY 11797
jmf1294@yahoo.com

Case 24-W-0105: Proceeding on Motion of the Commission to Investigate the Acts and Adequacy of Service Provided by Hudson Valley Water Companies, Inc.

Dear Mr. Fuller:

Pursuant to the New York State Public Service Law and the Public Service Commission's regulatory and investigatory authority, Hudson Valley is directed to now, and on a continuing basis:

1. Secure, preserve, and provide, whether in electronic or paper form, all of Hudson Valley's (including its employees, contractors, and agents) records, documents, communications, memorandum, emails, texts, phone records, instant/chat messages, and any other information concerning:
 - a. The Company's records of customer contact information for purposes of electronic and written notifications since January 1, 2021.
 - b. Notifications the Company has sent to customers regarding all boil water orders or Do Not Drink orders for all systems since January 1, 2021. This includes notifications of boil water/Do Not Drink orders, notifications of alternative potable water service during water service interruptions, and notifications to

customers upon lifting of any boil water/Do Not Drink orders.

2. Secure, preserve, and provide, whether in electronic or paper form, all of Hudson Valley's (including its employees, contractors and agents) records, invoices, price quotes, communications, emails, texts, phone records, instant/chat messages, and any other information concerning:
 - a. The provision of tanker truck water service at System No. 5 from October 1, 2023 through February 1, 2024. This includes copies of invoices for all payments to truck companies contracted by the Company, records relating to the arrival of each tanker truck, records relating to the beginning of potable water provision by each tanker truck, records relating to the cessation of potable water service by each tanker truck, and records relating to the departure of each tanker truck.
 - b. Services and advice provided by, and payment to, any technicians relating to the arsenic filter media at System No. 5. This includes records of all correspondence with the technician and invoices for all payments made by the Company to any technician, relating to the December 2023 and 2020 media replacements.
 - c. Replacement or repair of the arsenic filter media. This includes quotes for a new filter media, invoices for purchase of any replacement media, and shipping documentation for any replacement media related to the December 2023 and 2020 media replacements.
3. Maintain a privilege log of all information not produced due to Hudson Valley's claims of attorney-client privilege, work product doctrine, or some other purported legal privilege theory.

Under no circumstances should any information, or documents relating to the above subjects be destroyed, altered, or modified. This directive applies to documents in any form, wherever kept,

including paper documents and files, drafts, notes of meetings, correspondence and/or communications, electronic files and data in any format, including, but not limited to, e-mails, instant messages, audio and video or text files, calendars, appointment books, voice mails, information stored on computers, laptops, storage drives, disks, smartphones, etc.

In connection with this investigation, the Department requires Hudson Valley to provide the Department with the requested documents no later than fourteen (14) days from the receipt of this letter.

Sincerely,

By: Charles M. Coryer, Esq.
Assistant Counsel
Department of Public Service
charles.coryer@dps.ny.gov

Format in Which Documents Should Be Produced to the Department

1. Unless otherwise specified and agreed to by Department Staff, responsive documents are to be produced in electronic, native file format. All documents provided must be made fully text searchable with text extracted directly from the electronic Document. Any document where text cannot be extracted, such as when the document exists only in paper form, must be converted to a readable document using Optical Character Recognition software. In addition, the text files for such documents shall include page breaks that correspond to the 'pagination' of the image files.
2. Each production shall be accompanied by a cover letter that includes an index providing: (a) a description of the types of documents, their contents and corresponding document control number(s); and (b) the request(s) to which the documents are responsive.
3. Each page produced is to be marked in the lower right corner with a two to four letter abbreviation of the producing entity's name (such as HVWC), followed by an identifying consecutive document control number. All documents which are physically attached to each other in the files shall be left so attached.
4. Because responsive documents may contain personally identifiable information ("PII"), appropriate measures are necessary to protect this information from unauthorized use, access, disclosure, or sharing. Do not mail or courier PII on CDs, DVDs, hard drives, USB flash drives, floppy disks, or other removable media unless the data are encrypted. If PII must be electronically transmitted, then it shall be protected by secure methodologies such as encryption, Public Key Infrastructure (PKI), secure sockets layer (SSL), or another security measure agreed to by Department Staff.

From: [jeffrey fuller](#)
To: [Corver, Charles \(DPS\)](#); [Gonyea, Joshua \(DPS\)](#); [Marsh, Timothy \(DPS\)](#); [Chakraborti, Mohua \(DPS\)](#)
Subject: Fw: 24-W-0105
Date: Wednesday, April 17, 2024 2:17:40 PM
Attachments: [#5.excavation.begins.2.29.24.docx](#)
[#5boil.notice.lift.3.5.24.docx](#)
[#5mtnValleyshutoff.1.13.24.docx](#)
[#5shutoff.for.repair.10.24.23.docx](#)
[BOIL WATER NOTICE#5 02.12.2023.docx](#)
[do.not.drink12.23.docx](#)
[HVWC4pump.house.repairs.docx](#)
[HVWC5.service.update.12.28.23.docx](#)
[HVWC5system.update.12.23.docx](#)
[service.interupt.#5.2.27.24.docx](#)

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Notifications

1. a,b attached

2/29/2024

HVWC #5 Customers

At 3:50 PM today we were cleared by U dig NY to begin excavation on Mountain Valley Road. Work is now scheduled to begin tomorrow morning, March 1. As such, sampling to lift the precautionary bottled/boil water notice will be postponed until the excavation work is complete. The earliest a sample will be taken is Monday, March 4.

Once clean sample results have been received from the lab you will be notified that the precautionary bottled/boil water notice has been lifted.

Be advised that the bottled/boil water notice is a required precautionary measure.

March 5, 2024

HVWC #5 Customers:

Lab results received this morning indicate NO presence of bacteria in your water.

The precautionary bottled/boil water notice that had been put in place on February 29, 2024 (due to loss of pressure caused by a CHGE power outage) has been lifted.

Thank you for your patience.

January 12, 2024

HVWC #5 Customers

Mtn Valley Rd residents:

Overnight shut off will occur Saturday night, January 13, starting 10PM until 6Am Sunday morning, January 14.

There is the potential for an overnight shut off Sunday night as well in order to narrow the search for a leak. Homeowners affected by the second night shut off will be contacted.

Thank you

HVWC#5 customers

This message is to notify you that we will be shutting off water service on Mountain Valley Road intermittently throughout the day Tuesday, October 24 or Wednesday, October 25, as we repair a valve and continue the leak investigation.

Please be prepared.

Thank you for your patience and understanding-

Scott and Lisa

BOIL WATER NOTICE

A problem is present in ___Boiceville_____.

BOIL YOUR WATER BEFORE USING

Bring tap water to a rolling boil for one minute, and cool before using. Or use bottled water certified for sale by the New York State Department of Health. B oiled or bottled water should be used for drinking, making ice, washing dishes, brushing teeth, and preparing food until further notice.

This boil water notice applies to ___Hudson Valley Water Company
#5_____

(What happened?)

Starting on ___February 12,2023_____ the water system had the following problem:

_Chlorinator not functioning properly

This problem indicates that harmful microbes may be present in your drinking water. Harmful microbes in drinking water can cause diarrhea, cramps, nausea, headaches, or other symptoms and may pose a health risk for infants, some elderly, and people with severely compromised immune systems. But these symptoms are not just caused by microbes in drinking water.

If you experience any of these symptoms and they persist, you should seek medical advice.

What is being done?

_Repairs are being made to the chlorinator

It is likely you will need to boil water for the next ___2__ days _____ hours until the problem is fixed. You will be informed when tests show you no longer need to boil your water.

For more information, please contact:

Scott/Lisa Michaels of the ___HVWC_____ at 914-388-7332/914-388-9638 or the Ulster County Department of Health at 914-340-3010

Please share this information with other people who drink this water, especially anyone who may not get this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

State Water System I.D.# ___5503416_____ Date distributed ___2/13/2023_____

12/22/23

HVWC #5 customers

Under the direction and guidance of the UCDOH:

The do not drink measure shall stay in place until samples taken confirm compliance with NYS drinking water code. Our system, when operating normally accomplishes this.

As our raw water sample indicates arsenic levels of 13 ug/L and the maximum contaminant level for arsenic is 10ug/L, our system historically has proven to be effective.

Service is scheduled for early next week, with compliance sampling to follow. Once sample results confirm our system is operating properly, we will send notification that the do not drink measure has been lifted.

2-27-24

HVWC #4 Customers (this includes Holland Dr., Brittany Dr., Flanders Ln., Bristol Ct., Dover Ct., Normandy Ct., and Ridge Rd.)

We are experiencing a leak at the pump house which may require temporary shut downs of the system for repairs.

Please do your best to prepare for interruptions to your water service today.

Thank you-

Scott and Lisa

12/28/23

HVWC #5 Customers:

Based on information we have been given with regards to the current timeline for the servicing of the system, we anticipate servicing to be completed before the next available opportunity to sample, Tuesday, January 2 (The lab is closed on the weekends and on Monday for the holiday).

We have requested expedition of the sample once received by the lab and expect results in 7-10 business days. Once we have received results indicating the water is safe to drink, you will be notified.

Please remember that there is a tanker parked on Beechford Drive that will continue to be available to you until we are safely back online.

HVWC #5 customers:

12/26/23

Drinking water continues to be available at the "Turco" tanker located on Beechford Dr., while service is being completed at the water plant.

We will submit a sample once service is completed.

There is 7-10 business days needed to complete the laboratory analysis once a sample is submitted.

Thank you for your patience.

2/27/2024

HVWC #5 Customers:

As we explore by excavating, there may be water outages during the day this Wednesday, February 28, and/or Thursday, February 29. Be advised and prepare as best you can.

Thank you

From: [jeffrey fuller](#)
To: [Chakraborti, Mohua \(DPS\)](#); [Coryer, Charles \(DPS\)](#); [Gonyea, Joshua \(DPS\)](#); [Marsh, Timothy \(DPS\)](#)
Subject: Fw: notifications 24-W-0105
Date: Wednesday, April 17, 2024 3:55:09 PM
Attachments: [Boil_bottled_water_notice_lift.eml.msg](#)
[BWN #4 12.20.22.docx](#)
[BWN #5 12.20.22.docx](#)
[Dec2023bill.rev.docx](#)
[HVWC4pump.house.repairs.docx](#)
[HVWC5_service.update.12.28.23.docx](#)
[HVWC5system.update.12.23.docx](#)
[repaircomplete.boilwater12.21.21.docx](#)
[repairs.continue.Holland Dr12.21.2021.docx](#)
[service.interrupt.#5.2.27.24.docx](#)

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1. a,b attached

----- Forwarded Message -----

From: Scott Michaels <hvwcemail@yahoo.com>
To: Jeff Fuller <jmf1294@yahoo.com>
Sent: Tuesday, April 16, 2024 at 06:01:15 PM EDT
Subject: notifications

I may be sending some duplicates.

The invoice highlights arrival of the tanker at #5

Most all of the communications with Casey Tate were via text with Scott.

He is out at the facilities with his phone right now. I'm not even sure how to download/save/send the texts from his phone, but I will try once I get my hands on it.

I will be out all morning as I must take my mom to an oncology appointment and visit with my dad ta the health care facility

I apologize for the slow pace of my responses to your requests .It has been a harrowing month with my folks and their health care needs.

I understand the pressure you are under to provide the documentation. I hope I have been helpful.

Lisa

Sent from [Mail](#) for Windows



Virus-free www.avg.com

From: [Lisa](#)
To: safewatersystems@yahoo.com
Subject: Boil/bottled water notice lift

HVWC #4 April 28, 2021

Sample results from the lab reveal NO presence of bacteria in your water. Following UCDOH protocol, the precautionary boil/bottled water notice issued due to the repair on Holland Drive has been lifted.

Sent from [Mail](#) for Windows 10

BOIL WATER NOTICE

A problem is present in ___HVWC 4____.

BOIL YOUR WATER BEFORE USING

Bring tap water to a rolling boil for one minute, and cool before using. Or use bottled water certified for sale by the New York State Department of Health. Boiled or bottled water should be used for drinking, making ice, washing dishes, brushing teeth, and preparing food until further notice.

This boil water notice applies to ___All of HVWC 4___

(area of concern)

What happened?

At about 3:00 pm on Dec 20, 2022 the water system lost pressure due to A distribution line break at 4 Holland Drive.. When water mains lose pressure it increases the chance that the untreated water and harmful microbes can enter the water.

This problem indicates that harmful microbes may be present in your drinking water. Harmful microbes in drinking water can cause diarrhea, cramps, nausea, headaches, or other symptoms and may pose a health risk for infants, some elderly, and people with severely compromised immune systems. But these symptoms are not just caused by microbes in drinking water.

If you experience any of these symptoms and they persist, you should seek medical advice.

What is being done?

Water service has been restored to the majority of the HVWC #4 community with the exception of the condominiums on Brittany and Holland Drive. Distribution line repairs have been scheduled by the condominium manager.

It is likely you will need to boil water for the next 5-7 days (due to lab weekend and holiday schedule) until the problem is fixed. You will be informed when tests show you no longer need to boil your water.

For more information, please contact:

Scott/Lisa Michaels of the HVWC at 914-388-7332/914-388-9638 or the Ulster County Department of Health at 914-340-3010

Please share this information with other people who drink this water, especially anyone who may not get this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

State Water System I.D.# 5503371 Date distributed 12/21/2022

BOIL WATER NOTICE

A problem is present in ___HVWC 5____.

BOIL YOUR WATER BEFORE USING

Bring tap water to a rolling boil for one minute, and cool before using. Or use bottled water certified for sale by the New York State Department of Health. Boiled or bottled water should be used for drinking, making ice, washing dishes, brushing teeth, and preparing food until further notice.

This boil water notice applies to ___All of HVWC 5___

(area of concern)

What happened?

At about 3:00 pm on Dec 20, 2022 the water system lost pressure due to A water main break on Mtn. Valley Rd.. When water mains lose pressure it increases the chance that the untreated water and harmful microbes can enter the water.

This problem indicates that harmful microbes may be present in your drinking water. Harmful microbes in drinking water can cause diarrhea, cramps, nausea, headaches, or other symptoms and may pose a health risk for infants, some elderly, and people with severely compromised immune systems. But these symptoms are not just caused by microbes in drinking water.

If you experience any of these symptoms and they persist, you should seek medical advice.

What is being done?

Water main repairs have been scheduled.

It is likely you will need to boil water for the next 5-7 days (due to lab weekend and holiday schedule) until the problem is fixed. You will be informed when tests show you no longer need to boil your water.

For more information, please contact:

Scott/Lisa Michaels of the HVWC at 914-388-7332/914-388-9638 or the Ulster County Department of Health at 914-340-3010

Please share this information with other people who drink this water, especially anyone who may not get this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

State Water System I.D.# 5503416 Date distributed 12/21/2022

Safe Water Systems, LLC

NYS certified Operations and Maintenance

Hudson Valley Water Company
C/O Mr. J. Fuller
83 Eagle Chase
Woodbury, NY 11797

January 1, 2024

Dear Jeff,

		subtotals
Previous Invoice	2515	
No payment rec'd	0	
<i>Past due</i>	<i>2515</i>	<i>2515</i>
Monthly charges	1510	1510
Additional charges		
#1		
Meter card distribution	200	
#3		
12-8 replace heater	65	
#4		
PFAS Sampling	200	
Replace pump tube (in stock) for alkali pump	50	
12-7 Notices for planned repair shut down	200	
#5		
PFAS sampling	200	
Notices/Communications with UCDOH	750	
Police escort/Phone mtg with Avi Abel		
Backwash 12/3,12/6,12/12,12/23	1000	
Filter cartridges only 12/24,12/25,12/26,1/4/24		
Adjust well timer		
12-8 LEAK		
32 Mtn Valley Rd; Met Mr. Kiniry, look for valve with Jeff Clark	40	
12-9 Seed/straw at 17 Piney Point Rd	100	
12-16 By pass filters. Notify UCDOH; Casey Tate, consumers (inc paper copies)	200	
12-19 Find well leak at 17 Piney Point	100	
Arrange for tanker with town, UCDOH, J.Clark (providing electricity for heat tape)	100	
On site to receive tanker and install heat tape		
12-24 16 mtn Valley Rd leak response; flooded septic system	100	
12-28 Held leak response	100	
12-31 28 Mtn Valley Rd- No Water call- false alarm	150	
1-2 raw/EP arsenic samples to lab	100	
1-4 Empty tanker call broken valve on tanker; torch, replace valve; new heat tape and insulation-J.Clark assist	150	
1-6 32 Mtn Valley Rd Deliver meters and tailpieces; listen to service connection in driveway; investigate new eruption below	150	
1-7 Clear path to tanker following snow storm	50	
<i>Subtotal</i>	<i>4505</i>	<i>4505</i>

Total amount due: **8030**
anytime @ 914-388-9638

TERMS: Invoices are due and payable not later than the 20th day of the calendar month.
Safe Water Systems LLC

2-27-24

HVWC #4 Customers (this includes Holland Dr., Brittany Dr., Flanders Ln., Bristol Ct., Dover Ct., Normandy Ct., and Ridge Rd.)

We are experiencing a leak at the pump house which may require temporary shut downs of the system for repairs.

Please do your best to prepare for interruptions to your water service today.

Thank you-

Scott and Lisa

12/28/23

HVWC #5 Customers:

Based on information we have been given with regards to the current timeline for the servicing of the system, we anticipate servicing to be completed before the next available opportunity to sample, Tuesday, January 2 (The lab is closed on the weekends and on Monday for the holiday).

We have requested expedition of the sample once received by the lab and expect results in 7-10 business days. Once we have received results indicating the water is safe to drink, you will be notified.

Please remember that there is a tanker parked on Beechford Drive that will continue to be available to you until we are safely back online.

HVWC #5 customers:

12/26/23

Drinking water continues to be available at the "Turco" tanker located on Beechford Dr., while service is being completed at the water plant.

We will submit a sample once service is completed.

There is 7-10 business days needed to complete the laboratory analysis once a sample is submitted.

Thank you for your patience.

12-21-21

Hudson Valley Water Company #4 Customers

Repairs to the service line on Holland Drive have been completed and service has been restored.

Ulster County Department of Health protocols require your system be placed on a precautionary boil/bottled water notice following prolonged service interruption. Once we have achieved 2 consecutive clean sample results from the lab, we will be able to lift the precautionary boil/bottled water notice and you will be notified.

Thank you for your patience

Merry Christmas and a happy and healthy new year to you all

Lisa and Scott

Hudson Valley Water Company #4

December 21, 2021

Despite their best efforts, the crew was unable to complete the repairs today. We have been in contact with the town of West Hurley Highway Department as well as the Ulster County Department of Health in order to keep them apprised of the situation.

Water service will be restored overnight.

PLEASE NOTE: Due to the nature of the leak\repair and the down time the system incurred, we must follow UCDOH protocol and issue a precautionary boil/bottled water notice for consumption.

IMPORTANT: There will be water shut offs again tomorrow, December 22, 2021 beginning at 7AM.

We are aware of the inconvenience and disruptions these repairs/ shut-offs create. We are doing everything within our power to control what we can.

Repair crews will be back on site tomorrow morning. They will be working to locate the source of the leak below the road deck.

Please take whatever steps are necessary to prepare yourself and your family for service interruption tomorrow, December 22, 2021.

2/27/2024

HVWC #5 Customers:

As we explore by excavating, there may be water outages during the day this Wednesday, February 28, and/or Thursday, February 29. Be advised and prepare as best you can.

Thank you

From: [jeffrey fuller](#)
To: [Chakraborti, Mohua \(DPS\)](#); [Coryer, Charles \(DPS\)](#); [Gonyea, Joshua \(DPS\)](#); [Marsh, Timothy \(DPS\)](#)
Subject: Fw: notifications
Date: Wednesday, April 17, 2024 3:55:54 PM
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1. a.b notifications



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2/29/2024

HVWC #5 Customers

At 3:50 PM today we were cleared by U dig NY to begin excavation on Mountain Valley Road. Work is now scheduled to begin tomorrow morning, March 1. As such, sampling to lift the precautionary bottled/boil water notice will be postponed until the excavation work is complete. The earliest a sample will be taken is Monday, March 4.

Once clean sample results have been received from the lab you will be notified that the precautionary bottled/boil water notice has been lifted.

Be advised that the bottled/boil water notice is a required precautionary measure.

March 5, 2024

HVWC #5 Customers:

Lab results received this morning indicate NO presence of bacteria in your water.

The precautionary bottled/boil water notice that had been put in place on February 29, 2024 (due to loss of pressure caused by a CHGE power outage) has been lifted.

Thank you for your patience.

January 12, 2024

HVWC #5 Customers

Mtn Valley Rd residents:

Overnight shut off will occur Saturday night, January 13, starting 10PM until 6Am Sunday morning, January 14.

There is the potential for an overnight shut off Sunday night as well in order to narrow the search for a leak. Homeowners affected by the second night shut off will be contacted.

Thank you

HVWC#5 customers

This message is to notify you that we will be shutting off water service on Mountain Valley Road intermittently throughout the day Tuesday, October 24 or Wednesday, October 25, as we repair a valve and continue the leak investigation.

Please be prepared.

Thank you for your patience and understanding-

Scott and Lisa

BOIL WATER NOTICE

A problem is present in ___Boiceville_____.

BOIL YOUR WATER BEFORE USING

Bring tap water to a rolling boil for one minute, and cool before using. Or use bottled water certified for sale by the New York State Department of Health. B oiled or bottled water should be used for drinking, making ice, washing dishes, brushing teeth, and preparing food until further notice.

This boil water notice applies to ___Hudson Valley Water Company
#5_____

(What happened?)

Starting on ___February 12,2023_____ the water system had the following problem:

_Chlorinator not functioning properly

This problem indicates that harmful microbes may be present in your drinking water. Harmful microbes in drinking water can cause diarrhea, cramps, nausea, headaches, or other symptoms and may pose a health risk for infants, some elderly, and people with severely compromised immune systems. But these symptoms are not just caused by microbes in drinking water.

If you experience any of these symptoms and they persist, you should seek medical advice.

What is being done?

_Repairs are being made to the chlorinator

It is likely you will need to boil water for the next ___2__ days _____ hours until the problem is fixed. You will be informed when tests show you no longer need to boil your water.

For more information, please contact:

Scott/Lisa Michaels of the ___HVWC_____ at 914-388-7332/914-388-9638 or the Ulster County Department of Health at 914-340-3010

Please share this information with other people who drink this water, especially anyone who may not get this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

State Water System I.D.# ___5503416_____ Date distributed ___2/13/2023_____

12/22/23

HVWC #5 customers

Under the direction and guidance of the UCDOH:

The do not drink measure shall stay in place until samples taken confirm compliance with NYS drinking water code. Our system, when operating normally accomplishes this.

As our raw water sample indicates arsenic levels of 13 ug/L and the maximum contaminant level for arsenic is 10ug/L, our system historically has proven to be effective.

Service is scheduled for early next week, with compliance sampling to follow. Once sample results confirm our system is operating properly, we will send notification that the do not drink measure has been lifted.

2-27-24

HVWC #4 Customers (this includes Holland Dr., Brittany Dr., Flanders Ln., Bristol Ct., Dover Ct., Normandy Ct., and Ridge Rd.)

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Thank you-

Scott and Lisa

12/28/23

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Please remember that there is a tanker parked on Beechford Drive that will continue to be available to you until we are safely back online.

HVWC #5 customers:

12/26/23

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We will submit a sample once service is completed.

There is 7-10 business days needed to complete the laboratory analysis once a sample is submitted.

Thank you for your patience.

2/27/2024

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Thank you

From: [jeffrey fuller](#)
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1. a,b see attached

HVWC #4 April 28, 2021

Sample results from the lab reveal NO presence of bacteria in your water. Following UCD= OH protocol, the precautionary boil/bottled water notice issued due to the = repair on Holland Drive has been lifted.

&n= bsp;

Sent from <_ a="a" href="3D"https://go.microsoft.com/fwlink/? LinkId=3D550986"">Mail for Wi= ndows 10</_>

HVWC #4 April 28, 2021

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=

=

The invoice highlights arrival of the tanker at #5

Most all of the communications with Casey Tate were via text with Scott.

He is out at the facilities with his phone right now. I'm not even sure how to download/save/send the texts from his phone, but I will try once I get my hands on it.

Lisa

Sent from [Mail](#) for Windows



Virus-free. www.avg.com

From: [Lisa](#)
To: safewatersystems@yahoo.com
Subject: Boil/bottled water notice lift

HVWC #4 April 28, 2021

Sample results from the lab reveal NO presence of bacteria in your water. Following UCDOH protocol, the precautionary boil/bottled water notice issued due to the repair on Holland Drive has been lifted.

Sent from [Mail](#) for Windows 10

BOIL WATER NOTICE

A problem is present in ___HVWC 4____.

BOIL YOUR WATER BEFORE USING

Bring tap water to a rolling boil for one minute, and cool before using. Or use bottled water certified for sale by the New York State Department of Health. Boiled or bottled water should be used for drinking, making ice, washing dishes, brushing teeth, and preparing food until further notice.

This boil water notice applies to ___All of HVWC 4___

(area of concern)

What happened?

At about 3:00 pm on Dec 20, 2022 the water system lost pressure due to A distribution line break at 4 Holland Drive.. When water mains lose pressure it increases the chance that the untreated water and harmful microbes can enter the water.

This problem indicates that harmful microbes may be present in your drinking water. Harmful microbes in drinking water can cause diarrhea, cramps, nausea, headaches, or other symptoms and may pose a health risk for infants, some elderly, and people with severely compromised immune systems. But these symptoms are not just caused by microbes in drinking water.

If you experience any of these symptoms and they persist, you should seek medical advice.

What is being done?

Water service has been restored to the majority of the HVWC #4 community with the exception of the condominiums on Brittany and Holland Drive. Distribution line repairs have been scheduled by the condominium manager.

It is likely you will need to boil water for the next 5-7 days (due to lab weekend and holiday schedule) until the problem is fixed. You will be informed when tests show you no longer need to boil your water.

For more information, please contact:

Scott/Lisa Michaels of the HVWC at 914-388-7332/914-388-9638 or the Ulster County Department of Health at 914-340-3010

Please share this information with other people who drink this water, especially anyone who may not get this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

State Water System I.D.# 5503371 Date distributed 12/21/2022

BOIL WATER NOTICE

A problem is present in ___HVWC 5____.

BOIL YOUR WATER BEFORE USING

Bring tap water to a rolling boil for one minute, and cool before using. Or use bottled water certified for sale by the New York State Department of Health. Boiled or bottled water should be used for drinking, making ice, washing dishes, brushing teeth, and preparing food until further notice.

This boil water notice applies to ___All of HVWC 5___

(area of concern)

What happened?

At about 3:00 pm on Dec 20, 2022 the water system lost pressure due to A water main break on Mtn. Valley Rd.. When water mains lose pressure it increases the chance that the untreated water and harmful microbes can enter the water.

This problem indicates that harmful microbes may be present in your drinking water. Harmful microbes in drinking water can cause diarrhea, cramps, nausea, headaches, or other symptoms and may pose a health risk for infants, some elderly, and people with severely compromised immune systems. But these symptoms are not just caused by microbes in drinking water.

If you experience any of these symptoms and they persist, you should seek medical advice.

What is being done?

Water main repairs have been scheduled.

It is likely you will need to boil water for the next 5-7 days (due to lab weekend and holiday schedule) until the problem is fixed. You will be informed when tests show you no longer need to boil your water.

For more information, please contact:

Scott/Lisa Michaels of the HVWC at 914-388-7332/914-388-9638 or the Ulster County Department of Health at 914-340-3010

Please share this information with other people who drink this water, especially anyone who may not get this notice directly (for example, people in apartments, nursing homes, schools, and businesses). You can do this by posting this notice in a public place or distributing copies by hand or mail.

State Water System I.D.# 5503416 Date distributed 12/21/2022

Safe Water Systems, LLC

NYS certified Operations and Maintenance

Hudson Valley Water Company
C/O Mr. J. Fuller
83 Eagle Chase
Woodbury, NY 11797

January 1, 2024

Dear Jeff,

		subtotals
Previous Invoice	2515	
No payment rec'd	0	
<i>Past due</i>	<i>2515</i>	<i>2515</i>
Monthly charges	1510	1510
Additional charges		
#1		
Meter card distribution	200	
#3		
12-8 replace heater	65	
#4		
PFAS Sampling	200	
Replace pump tube (in stock) for alkali pump	50	
12-7 Notices for planned repair shut down	200	
#5		
PFAS sampling	200	
Notices/Communications with UCDOH	750	
Police escort/Phone mtg with Avi Abel		
Backwash 12/3,12/6,12/12,12/23	1000	
Filter cartridges only 12/24,12/25,12/26,1/4/24		
Adjust well timer		
12-8 LEAK		
32 Mtn Valley Rd; Met Mr. Kiniry, look for valve with Jeff Clark	40	
12-9 Seed/straw at 17 Piney Point Rd	100	
12-16 By pass filters. Notify UCDOH; Casey Tate, consumers (inc paper copies)	200	
12-19 Find well leak at 17 Piney Point	100	
Arrange for tanker with town, UCDOH, J.Clark (providing electricity for heat tape)	100	
On site to receive tanker and install heat tape		
12-24 16 mtn Valley Rd leak response; flooded septic system	100	
12-28 Held leak response	100	
12-31 28 Mtn Valley Rd- No Water call- false alarm	150	
1-2 raw/EP arsenic samples to lab	100	
1-4 Empty tanker call broken valve on tanker; torch, replace valve; new heat tape and insulation-J.Clark assist	150	
1-6 32 Mtn Valley Rd Deliver meters and tailpieces; listen to service connection in driveway; investigate new eruption below	150	
1-7 Clear path to tanker following snow storm	50	
<i>Subtotal</i>	<i>4505</i>	<i>4505</i>

Total amount due: **8030**
anytime @ 914-388-9638

TERMS: Invoices are due and payable not later than the 20th day of the calendar month.
Safe Water Systems LLC

2-27-24

HVWC #4 Customers (this includes Holland Dr., Brittany Dr., Flanders Ln., Bristol Ct., Dover Ct., Normandy Ct., and Ridge Rd.)

We are experiencing a leak at the pump house which may require temporary shut downs of the system for repairs.

Please do your best to prepare for interruptions to your water service today.

Thank you-

Scott and Lisa

12/28/23

HVWC #5 Customers:

Based on information we have been given with regards to the current timeline for the servicing of the system, we anticipate servicing to be completed before the next available opportunity to sample, Tuesday, January 2 (The lab is closed on the weekends and on Monday for the holiday).

We have requested expedition of the sample once received by the lab and expect results in 7-10 business days. Once we have received results indicating the water is safe to drink, you will be notified.

Please remember that there is a tanker parked on Beechford Drive that will continue to be available to you until we are safely back online.

HVWC #5 customers:

12/26/23

Drinking water continues to be available at the "Turco" tanker located on Beechford Dr., while service is being completed at the water plant.

We will submit a sample once service is completed.

There is 7-10 business days needed to complete the laboratory analysis once a sample is submitted.

Thank you for your patience.

12-21-21

Hudson Valley Water Company #4 Customers

Repairs to the service line on Holland Drive have been completed and service has been restored.

Ulster County Department of Health protocols require your system be placed on a precautionary boil/bottled water notice following prolonged service interruption. Once we have achieved 2 consecutive clean sample results from the lab, we will be able to lift the precautionary boil/bottled water notice and you will be notified.

Thank you for your patience

Merry Christmas and a happy and healthy new year to you all

Lisa and Scott

Hudson Valley Water Company #4

December 21, 2021

Despite their best efforts, the crew was unable to complete the repairs today. We have been in contact with the town of West Hurley Highway Department as well as the Ulster County Department of Health in order to keep them apprised of the situation.

Water service will be restored overnight.

PLEASE NOTE: Due to the nature of the leak\repair and the down time the system incurred, we must follow UCDOH protocol and issue a precautionary boil/bottled water notice for consumption.

IMPORTANT: There will be water shut offs again tomorrow, December 22, 2021 beginning at 7AM.

We are aware of the inconvenience and disruptions these repairs/ shut-offs create. We are doing everything within our power to control what we can.

Repair crews will be back on site tomorrow morning. They will be working to locate the source of the leak below the road deck.

Please take whatever steps are necessary to prepare yourself and your family for service interruption tomorrow, December 22, 2021.

2/27/2024

HVWC #5 Customers:

As we explore by excavating, there may be water outages during the day this Wednesday, February 28, and/or Thursday, February 29. Be advised and prepare as best you can.

Thank you

From: [jeffrey fuller](#)
To: [Coryer, Charles \(DPS\)](#)
Cc: [Marsh, Timothy \(DPS\)](#); [Gonyea, Joshua \(DPS\)](#); [Chakraborti, Mohua \(DPS\)](#)
Subject: Re: 24-W-0105 - Investigation into the Acts and Adequacy of Service Provided by HVWC - Interrogatory
Date: Wednesday, April 17, 2024 3:56:06 PM
Attachments: [Image_20240405_0001.pdf](#)
[Image_20240405_0001.pdf](#)
[Image_20240405_0001.pdf](#)
[Image_20240405_0001.pdf](#)
[Image_20240416_0001.pdf](#)

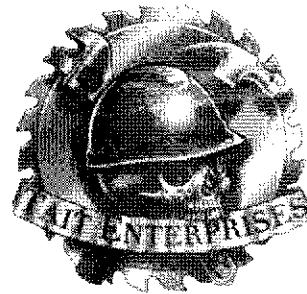
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2. a,b attached



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1/18



109 Acorn Dr
Jewett, NY, 12444-5129
TaitEnterprises1013@gmail.com
cell: 518-409-0976 office: 518-944-7478

Tait Enterprises

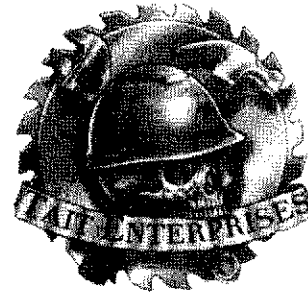
Invoice

Bill To: Hudson Valley Water Company (Jeff Fuller)
jmf1294@yahoo.com
83 eagle chase Woodbury ny 11797
1-516-776-1595

Invoice No: 357
Date: 01/02/2024
Terms: NET 0
Due Date: 01/02/2024

Job Name: Danesville

Description	Quantity	Rate	Amount
Media change in arsenic Filters (12/27/23)	9.0 hours	\$75.00	\$637.50
Media change in arsenic Filters (12/28/23)	9.5 hours	\$75.00	\$712.50
Media change in arsenic Filters (12/29/23)	9.7 hours	\$75.00	\$712.50
Media change in arsenic Filters (1/2/24)	5.6 hours	\$75.00	\$412.50
Labor Subtotal			\$2,475.00



4/19

109 Acorn Dr
Jewett, NY, 12444-5129
TaitEnterprises1013@gmail.com
cell: 518-409-0976 office: 518-944-7478

Invoice

Tait Enterprises

Bill To: Hudson Valley Water Company (Jeff Fuller)
jmf1294@yahoo.com
83 eagle chase Woodbury ny 11797
1-516-776-1595

Invoice No: 356
Date: 12/22/2023
Terms: NET 0
Due Date: 12/22/2023

Job Name: Boiceville

Description	Quantity	Rate	Amount
Back wash on filters (12/13/23)	4.5 hours	\$75.00	\$337.50
Back wash on filters (12/19/23)	5.5 hours	\$75.00	\$412.50
Cartridge filter change (12/20/23)	2.5 hours	\$75.00	\$187.50
		Labor Subtotal	\$937.50
		Subtotal	\$937.50
		TAX 8%	\$72.80



ESC Environmental

6 Redwood Drive
Glenville, NY 12302

*✓ 2/4
Came from
Essex*

Invoice

DATE	INVOICE #
12/20/2023	1003686

BILL TO
Hudson Valley Water Company 12 Niles Drive Woodstock, NY 12498

SHIP TO
Hudson Valley Water Company Piney Point Rd and Mountain Jeff Clark 845-679-1400 Boiceville, New York 12412

P.O. NO.	TERMS	REP	SHIP VIA
Jeff	Due on receipt	JD	delv hand

ITEM	QUANTITY	DESCRIPTION	RATE	AMOUNT
MetaSorb	16	MetaSorb Resin for Arsenic removable sold in 1 Cu/ft boxes	749.76	11,996.16
Shipping	1	shipping and handling Delivered 12-19-2023	100.00	100.00

Thank you for your business.	Total	\$12,096.16
------------------------------	--------------	-------------

For questions regarding invoice call 518-384-1103

Phone #	Fax #	E-mail
518-384-1103	518-384-1549	waterchi@nycap.rr.com

Invoice

4/21

Phone 518-384-1103

Fax 518-384-1103
PAST DUE

Date **3/11/2020**

Invoice # **1000219**

Bill To
Hudson Valley Water Company
12 Niles Drive
Woodstock, NY 12498

Ship To
Pineypt Rd and Mountain
Jeff Clark 845-679-1400
Boiceville, New York 12412

P.O. No.	Terms	Rep	FOB	mtr fgt/Lift...
	Due on rec...	JD		

Description	Qty	Rate	Amount
Arsenex 1 cu/Ft Made by Purolite sold in 1 cu/ft bags	16	685.00	10,960.00
shipping and handling	1	100.00	100.00
Total			\$11,060.00
Pymnts/Credits			\$0.00
			\$11,060.00

Contact: ESC Environmental inc @
 Fax 518-384-1549 Office 518-384-1103
 Web Site: www.escenvir.com
 waterchem@msn.com

From: [jeffrey fuller](#)
To: [Chakraborti, Mohua \(DPS\)](#); [Coryer, Charles \(DPS\)](#); [Gonyea, Joshua \(DPS\)](#); [Marsh, Timothy \(DPS\)](#)
Subject: Fw: Notification
Date: Wednesday, April 17, 2024 3:56:58 PM

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----- Forwarded Message -----

From: jeffrey fuller <jmf1294@yahoo.com>
To: Joseph Sinagra <jsinagra@saugertiesny.gov>
Sent: Friday, July 2, 2021 at 12:15:35 PM EDT
Subject: Re: Notification

Hi Chief, could you post this:

"Please be advised that since this is the end of the quarter, the Hudson Valley Water Co. will be coming around to obtain regular quarterly meter readings. According to the New York State PSC all customers must allow our representative access to the water meter or send or call in their reading if the meter cannot be accessed. Thank you for your cooperation."

Thank you,
Jeff Fuller

On Monday, October 26, 2020, 1:15:58 PM EDT, Chief Joseph Sinagra <jsinagra@saugertiesny.gov> wrote:

All communication personnel know how to send out an alert through Nixle. If you Send me an e-mail with the information I then post to our Web Page and Facebook Page.

Joseph A. Sinagra, MPA

Chief of Police

Saugerties Police Department

4 High Street

Saugerties, New York 12477

(845)246-9800 Fax (845)246-0159

<image001.jpg>

<image002.jpg>

FBINA 233rd

From: jeffrey fuller <jmf1294@yahoo.com>
Sent: Monday, October 26, 2020 11:21 AM
To: Chief Joseph Sinagra <jsinagra@saugertiesny.gov>
Subject: Re: Notification

Hello Chief, I know this has been a while but I would like to begin the process of being able

to alert customers in Mt Marion Park of any potential problem situation in the future. I can tell them

to go on the site and sign up.

My question is if there is a problem, how would I contact someone there to send out the alert and

post on you website and facebook page??

Jeff Fuller

Hudson Valley Water Co

On Monday, September 24, 2018, 5:50:58 PM EDT, Chief Joseph Sinagra <jsinagra@saugertiesny.gov> wrote:

They can go to our web site and click on the nixle icon and follow the directions

Joseph A. Sinagra

Chief of Police

Saugerties Police Department

4 High Street

Saugerties N.Y. 12477

(845)246-9800

On Sep 24, 2018, at 3:59 PM, jeffrey fuller <jmfl294@yahoo.com> wrote:

Thank you Chief. Should I have the residents call in to sign up?

From: Chief Joseph Sinagra <jsinagra@saugertiesny.gov>
To: jmfl294@yahoo.com
Sent: Sunday, September 23, 2018 4:38 PM
Subject: Notification

We use a program called Nixle that allows us to send messages out via text directly from police headquarters. Your users would have to sign up for the alerts, which is free. We can also post on our FaceBook page.

Joseph A. Sinagra, MPA
Chief of Police
Saugerties Police Department
4 High Street
Saugerties, New York 12477
(845)246-9800 Fax (845)246-0159

<image001.jpg>

<image002.jpg>

FBINA 233rd

<image001.jpg>

<image002.jpg>

<image001.jpg>

<image002.jpg>



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From: [jeffrey fuller](#)
To: [Chakraborti, Mohua \(DPS\)](#); [Coryer, Charles \(DPS\)](#); [Gonyea, Joshua \(DPS\)](#); [Marsh, Timothy \(DPS\)](#)
Subject: Fw: Alert: Do not drink the water 24-W-0105
Date: Wednesday, April 17, 2024 3:57:49 PM

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1. a.b

----- Forwarded Message -----

From: Scott Michaels <hvwcemail@yahoo.com>
To: Lisa Beth Michaels <hvwcemail@yahoo.com>
Cc: Jeff Fuller <jmf1294@yahoo.com>; Paige Sheeley <pshe@co.ulster.ny.us>
Sent: Saturday, December 16, 2023 at 09:37:26 AM EST
Subject: Alert: Do not drink the water

Attention HVWC #5 Boiceville customers

Do not drink the water!

As our treatment system is being serviced, it has been taken off-line. As such we require you to not drink the water. This is NOT a boil water notice. We will be monitoring contamination levels during this process, and once both treatment is proper and sample results indicate we will then lift the do not drink the water notice.

Scott and Lisa

Sent from [Mail](#) for Windows



Virus-free www.avg.com

From: [jeffrey fuller](#)
To: [Coryer, Charles \(DPS\)](#)
Cc: [Marsh, Timothy \(DPS\)](#); [Gonyea, Joshua \(DPS\)](#); [Chakraborti, Mohua \(DPS\)](#)
Subject: Re: 24-W-0105 - Investigation into the Acts and Adequacy of Service Provided by HVWC - Interrogatory
Date: Wednesday, April 17, 2024 3:58:04 PM
Attachments: [Hudson Valley-customer calls-letters-2020.xls](#)

ATTENTION: This email came from an external source. Do not open attachments or click on links from unknown senders or unexpected emails.

#1. a,b attached



Virus-free www.avg.com

HVWC #5 customers

Congratulations!

The leak in the main has been repaired and water service has been restored.

It is important that you consider flushing your pipes after an event such as this. It is very likely that sediment has been disturbed and/or dirt may have entered during the process.

We suggest you utilize your garden hose to flush the pipes in your home. Using the outdoor spigot will help avoid clogging interior fixtures/strainers at the sink and shower faucets. Flushing to the outside will also avoid abusing your home's septic system.

REMEMBER:

HVWC# 5 remains on a precautionary boil/bottled water advisory until such time as we can achieve two consecutive clean sample results from the lab. Once we have achieved our clean results, you will be notified that the boil/bottled water advisory has been lifted.

Thank you-
Scott and Lisa

Sent from [Mail](#) for Windows

Facility repairs



Me

10/1/22

To: [REDACTED] & 27 more ▾

The repairs to the facility have been completed and water service has been restored.

Be advised:

It is going to take some time for the system to catch up and for pressure and water quality to return to normal. Please be patient.

We thank you for your understanding

Please remember that we have issued a precautionary boil/bottled water advisory. It will remain in place until we can achieve two consecutive clean sample results from the lab indicating that the water is safe to drink at which time you will be notified that the advisory has been lifted.

Sent from [Mail](#) for Windows

date	customer	method	service req	inquiry/complaint	resolution	pending	svc request	rdg and bill changed	partial pay
10/14/20		phone		water svce off-no notice underbilled. !!!!	spoke, put on email list got rdg and adjusted bill			X	
		"		any late fees charged?	spoke-no fees			X	
		"		rdg different from bill-came in late	spoke-adjust bill to min			X	
		"		"	"			X	
10/15		mail		doesn't live there anymore-bank	contacted bank, got information				
		"		"thank you for your patience-will pay bal.					
		"		do you accept any other form of payment?	we have asked staff of PSC re: cr cards				
		"		complaint-recent outage due to repair					
		phone		received 2 bills-has no meter	spoke-only 1 sent, operator contacted customer and he does have a meter				
		phone		check sent in 10/10					
		"	x	customer will want water shut off for winter	spoke and told him to contact operator when ready gave him phone #				
		"		asking whether she got a credit that was due	spoke-got it				
		"		gave correct rdg	adjusted bill			X	
		mail		sent in correct rdg-751550	adjusted bill			X	
10/16		"		send them bill for 9 south, mm					
		"		cust sorry for late payment					
		phone		gave correct rdg	spoke-bill adjusted			X	
		"		gave correct rdg	spoke-bill adjusted			X	
		"		gave correct rdg	spoke-bill adjusted			X	
		"		cust-thank you for getting water on so fast after recent brief outage					
10/17		"		beginning rdg wrong on bill	spoke-corrected rdg			X	
		mail		rdgs wrong on bill	spoke corrected rdgs-resolved for going forward			X	
10/18		phone		she didn't get a bill-ulster cty stopped paying	spoke-got rdg. she will send				
10/20		phone		bill amount-\$1.44 ??	spoke-she actually has a small credit bal.				
		"		bill-called in rdg?	spoke-after bills sent out. bill adjusted to rdg			X	
		"			change mailing address				
10/21		phone		Company called him for proper mail addr	spoke-got address				
		phone		She sent ck for \$300-did we get it?	spoke-we g				
		mail		change mailing address	done				
		"		sent correct rdg	accounted adjusted			X	
		"		deducted \$2.14 for bottled water	not valid				
		"		why is bill higher now?					
11/03		phone		did we get her rdg	yes. gave a credit				
		"		new . explain bill	went over everything				
		"		sold house-needs final bill	sent-email				
		"		just bought house	left msg				
		"		called in rdg, to go over acct.	spoke, went over acct, sent statement email				
11/04		"		called with rdg	spoke, told her she has a credit				
		email		sent in reading	emailed back-bill adjusted			X	
11/05		phone		msg-question on bill	spoke-she said she figured it out- is ok				
11/09		mail		sent in rdg with payment	issued credit tiwards next bill as requested			X	
11/11		"		question on bill	ok				
		phone		question, she just moved in	spoke, went over bill-ok				
		email		thank you for new corrosion control system					
		"		thank you for new corrosion control system					
11/12		phone		can pay bill 11/24	OK				
11/13		"		can he pay over the phone	spoke-OK				
11/16		mail		sve discontinued-put in well	OK				
		mail		had called in rdg prior	had issued credit				
11/17		phone		go over bill can he pay by card	spoke-OK, sending				
		phone		selling, close 11/19	spoke, got all info, sent final bill got thank you email				
11/19		phone		leaky meter	gave service # and notified operator they spoke-ok for now		X		

11/20	phone mail	was supposed to get credit to acct had sent rdg, received late	spoke- told [REDACTED] got the credit-owes nothing had corrected amount due			X
11/23	phone phone phone phone phone phone phone	question on bill new tenant-question on bill bill pd, did we receive ck? had sent in a reading-was account adjusted sending ck today question on bill did we receive his ck	ok spoke-everything ok spoke, received ck for 1 house, not the other-still open left msg-yes, adjusted ok spoke-ok sending msg-we did receive it			
11/24	phone phone "	question on bill wanted copy of last bill asked to do partial pay wants 3 yr bill statement	spoke-sent a copy-ok emailed to him spoke, will pay 125 now, bal in 2 wks spoke, all ok, emailed the 3 yr statement			X
11/25	" " " " "	meter stopped sending payment this week sent in rdg asked if tenant paid the water bill bent pipe(curb box) question on testing	spoke. having operator go there to check mtr. bill adjusted to min ok bill was adjusted-spoke-ok spoke, renter hasnt paid, emailed bill copy spoke-will have it check emailed copy of 2019 c #NAME?	X	X	
12/03	"	partial payment sent-2 cks	spoke-ok, will hold cks until as dated	X		
12/14	" "	hold second ck until 12/18 needs balance due	ok spoke-sending			
12/23	mail	water cloud y	Went to house-spoke to husband. everything ok	X		
12/27	phone	sending check-200	ok			
12/28	"	customer moving into house	ok			
01/10/21	" " " "	question on bill called in rdg called in rdgs problem with booster pump to house can they pay on phone?	spoke-bill adjusted spoke bill adjusted spoke bill adjusted spoke, sent mecabe to inspect, all ok spoke-no, cant			X X X
01/11	"	question re-charge on bill	spoke-bill adjusted	X		
01/12	"	called in rdg	spoke-bill adjusted			X
01/13	"	called in rdgs	spoke bill adjusted			X
01/14	" " " " " "	charge on bill called in rdgs called in rdgs called in rdg meter broken	spoke-charge belonged to #43 spoke-bill adjusted spoke-bill adjusted spoke-bill adjusted spoke-bill adjusted spoke-already knew, will be replaced			X X X X
01/16	"	question on bill	spoke-bill adjusted	X		
01/18	email	called-got readings	spoke-bills adjusted			X
01/20	mail mail	sent reading sent reading	bill adjusted bill adjusted			X X
01/21	phone "	needs bill amt and address low pressure gave reading	gave her info checked, everything ok bill adjusted		X	
01/22	email	question on bill	bill adjusted took off fin. chg			X
01/23	phone	pd final bill-has well now				
01/25	phone phone phone phone phone phone	called in rdg sold, closed 1/21 can he pay by card owes large amt. acct balance?? review acct	ok changed acct spoke [REDACTED] is sending ck spokesending half now will send today spoke-calculated bal. sending today			
01/26	phone	calculation of acct balance	spoke-emailed statement of account. balance correct			
01/29	mail	sending check				
01/30	phone	sending check				
02/02	phone	change mailing address	done			
02/03	phone	leaking meter	[REDACTED] there to check new mtr installed	X		
02/06	mail mail	sent reading change mailing address	bill adjusted done			X

		mail	change mail address	done	
		mail	sent in rdg		
02/08		phone	gave reading	bill adjusted-	X
		mail	sent rdg	bill adjusted-	X
02/09		phone	gave rdg	bill adjusted-	X
02/11		phone	gave rdg	bill adjusted-	X
02/18		phone	sent wrong check by mistake	spoke, sent back the check	
		phone	selling house, close 2/19	sent final bill	
		phone	sending ck today		
		phone	house sold	turn water back on	X
02/19		phone	check sent		
		phone	change mailing address	spoke-done	
02/22		phone	needs balance owed	spoke. she is sending cl , got rdg, bill adjusted	X
02/23		phone	sending ck today	spoke. ok	
		phone	house sold	sent final bill	
		phone	sending ck. add tenant name	spoke. done	
		phone	tenant out. sending ck	spoke, made change	
02/25		phone	duplicate bill recd	spoke, made change	
		email	low pressure at their divider	having plumber check to make a valve adjustment	X
		phone	gave rdg	spoke, bill seems ok	
		phone	house selling,close 2/26	got rdg and sent final bill	
02/26		phone	sending ck 03/13		
		phone	sending ck		
03/01		text/phone	house selling, close fri	got reading, sent final bill	X
		phone	check sent	spoke- not recd yet	
03/03		phone	water outage	explained central hudson power loss	
		phone	"	"	
		phone	wants to pay bill	spoke, explained send a check only	
		phone	needs address to send payment	spoke-gave address	
		phone	sent ck to wrong address. sending again		
		phone	sent ck today		
		phone	booster pump still running all the time	having it checked changed check valve	X
03/04		phone	sending ck friday		
03/10		phone	was renting, buying 11 plattekill, gave reading	ok	
03/12		"	sending check for \$600		
03/15		"	sending check for \$600		
03/17		"	needs balance due-gave reading		X
03/18		"	check sent, balance to follow		
03/22		"	sending check		
		"	"		
		"	"		
03/23		"	check sent, balance to follow		
		"	found mtr reading card in her yard		
03/26		email	was her bill paid?		
03/27		"	tenant moving, sent meter rdg		
03/29		phone	customers calling in rdgs-see readings files		
04/02		"	house closing 4/6, gave reading	sent final bill	
04/04		"	leaking meter	changed	X
04/10		"	did tenants pay?-house being sold-close 4/29?		
04/12		"	house buying house-close 4/19	asked him to get meter rdg	
04/13		"	curb box pipe repair needs to be completed	spoke to K. Umhey-he will do in 1 wk	X
		"	how much do they owe?		
04/14		"	questioned charge on bill	discussed, charge ok, reduced amt.	
		"	questioned arrearage	went over the account. advised him to contact PSC	
04/15		"	how can he find his service line?	discussed, we will try to find-not urg.	X
04/19		"	will send check		
		"	"		
04/20		"	called in reading	bill adjusted-	X
		mail	sent reading		

	"	sent note-"Thank You"			
	"	house sold 3/26			
04/21	phone	gave reading	bill adjusted-		X
	"	change name and billing address			
	"	question about bill	discussed-ok		
	"	gave reading, question about bill	discussed,ok		
	"	tenant out-change billing			
	"	change mail address			
04/22	"	gave reading, question about bill	bill adjusted-		X
04/26	"	house sold, close 4/30, got final rdg	sent final bill to lawyer		
04/27	"	gave reading, question about bill	bill adjusted-		X
	"	"	"		X
	"	"	"		X
	"	"	"		X
04/29	"	"	"		X
	mail	sent in reading	bill is ok-min		
05/01	"	sent in rdg	bill adjusted-		X
	phone	question on bill	called back-left msg		
05/06	email	sent reading	bill adjusted-		X
05/10	phone	what is iron content, hardness	left message with information		
05/12	phone	blue pipe on lawn	curb box was marked out		
05/15	phone	needs water shut off for repairs	done-greco	X	
05/18	"	gave mtr reading	bill adjusted-		X
05/27	"	sent payment last qtr	spoke-ck not received or cashed, they will try their bank		
06/02	"	tenants out end of month, hse being sold	spoke		
	"	low pressure	M Greco checked, valve only partially opened-corrected	X	
	"	"	"	X	
06/03	mail	sent reading	bill adjusted-		X
06/04	phone	change name on acct	done		
06/13	"	sent payment last qtr			
06/17	"	needs account balance due	spoke		
06/25	"	house fire, shut off water	turned off	X	
06/29	"	strange odor from water	had operator check, no one home, no odor at pumphouse	X	
06/30	"	did not receive a bill	checked-bill sent		
07/13	"	grass at pumphouse very high	notified Greco-he will have it mowed		
	mail	sorry payment was late			
07/14	phone	called to give email address			
	"	gave reading, question about bill	bill adjusted-		X
07/15	"	gave reading, question about bill	bill adjusted-		X
07/16	"	gave reading, question about bill	bill adjusted-		X
07/19	"	gave reading, question about bill	bill adjusted-		X
07/22	"	gave correct mailing address			
07/23	"	meter leaking	gave svc # and notified operator	X	
07/26	"	gave mtr reading	bill adjusted-		X
07/27	mail	"	"		X
	phone	gave email address			
	"	could we locate his curb valve	located by m. greco	X	
	"	question about bill	took off svce chg 1.41		
07/28	"	sending check			
	"	wants to pay bill	asked him to send check-ok		
07/29	"	house closing, needs bill, will pay	changed records-sent bill		
	"	where is their meter	told her where to look		
	"	gave meter rdg	bill adjusted-		X
	"	house sold-close 7/30			
07/30	"	sending ck			
08/02	"	gave mtr rdg	bill adjusted-		X
	"	will replace bounced checks			
	mail	disappointed she got notice for a short payment			

08/03		phone	sent a check-do not cash	cashied before got this call	
08/08		"	house sold,closing 8/13		
08/10		mail	gave mtr rdg	account adjusted	X
08/11		phone	sent check		
		"	gave mtr rdg	bill adjusted-	X
08/13		"	to make sure his balance was for this property	spoke-bill ok	
		"	check sent		
08/16		"	needs payment rect for closing	spoke- rect sent	
08/16		"	did we receive ck?	spoke-check recd, they will send bal sent email address	
		"	sending check		
08/17		"	sent check		
08/18		"	sending check		
		"	did we receive check	left msg-just received	
		"	sending 1/2 now, 1/2 in 2 wks		
08/19		"	sending check today		
		"	did we receive her check	spoke-just received	
		"	sending check today		
08/20		mail	sent in reading	adjusted bill	X
08/23		phone	sending check today		
		"	sending check today		
08/24		"	check sent		
08/25		"	did we receive his check	left msg-not rec.	
		"	can she pay 9/13	spoke-ok	
08/26		mail	any news on saugerties water dist.	left msg-she should contact town	
		phone	sent in rdg 6/21, bill estimated	co. did not get rdg.	
		phone	spoke 7/25, gave rdg	bill was adjusted, left msg	X
		phone	check sent		
08/27		"	check sent		
		"	gave correct mail address		
		"	had sent check	spoke-did not receive ck. he will send another	
		mail	gave rdg.	co. had rdg checked and bill adjusted	X
		phone	gave rdg 7/21	bill had been adjusted	X
08/28		mail	sent in rdg 6/21	adjusted bill sent him email	X
		phone	how can they pay	send check-msg	
08/30		email	sent rdg	bill ok, charged only min.	
		phone	check sent		
		"	sending check today		
08/31		"	new owner	spoke, set up acct	
09/01		"	will send check		
09/02		"	requested bill copy	sent	
		"	did we rec his check?	no-left msg	
09/03		"	"	no-spoke-sending	
		"	sending check today		
09/07		"	question	called-left msg	
09/13		"	buying hse,closing 9/17	took info-set up acct	
09/14		"	needs curb box located	sent req to operator #NAME?	X
09/15		"	selling house, close next week	sent atty final bill	
		mail	sent reading	bill adjusted-	X
09/17		phone	check sent		
		"	"		
09/20		"	house will be closing on sale, acct paid at closing		
		"	check sent		
09/21		"	got the statement we sent, will send check		
		"	check sent		
09/22		"	hold check until 9/24	OK	
09/24		"	brown water	operator checked-only in toilet, all else ok	X
09/27		"	needs balance due	called, they will send ck	
10/04		"	meter leaking	gave them svc #	X
10/08		"	question on bill	called-left msg-bill ok	

10/11	"	called in rdgs	bill ok, charged only min.		X	
	"	gave readin correct billi	small adjustment to bill			
	"	gave rdg	bill adjusted-		X	
10/14	"	question on bill	spoke-ok,			
	"	gave reading	bill adjusted-		X	
10/15	"	gave reading	bill adjusted-		X	
	"	texted reading	bill adjusted-		X	
	"	house destroyed-fire, no service	bill adjusted-		X	
	"	gave reading	bill adjusted-		X	
10/18	"	gave reading	bill adjusted-		X	
	"	cust. paved around curb box	spoke-having operator check	X		
	email	gave reading	bill adjusted-		X	
	"	gave new name for acct	spoke-ok,			
10/19	phone	just connected-needs meter	spoke-will pick up from operator	X		
	"	gave reading	bill adjusted-		X	
	"	payment by check only??	spoke-ok,			
	"	will pay \$600 now, balance in 2 wks	spoke-ok,			X
	mail	sent in reading	bill ok, charged only min.			
10/20	"	sent in rdg. meter damaged	bill adjusted- new meter installed	X	X	
	"	change bill address	done			
10/21	"	confirmed sending 3 payments for svc chg	ok			
	"	sent rdg-	bill adjusted		X	
	phone	house sold-closed	sent final statement			
10/22	"	can he pay over the phone	spoke- will send check			
	"	sent check for \$500	spoke-ok for now		X	X
	"	gave rdg	spoke-bill adjusted			
10/25	mail	sent rdg-	bill adjusted		X	
	"	"	"		X	
10/26	"	"	"		X	
10/27	"	change mailing address	ok			
11/01	phone	needs amt owed	called-left rr sg			
11/02	"	gave rdg, ok				
	"	how much does he owe	spoke-ok			
11/03	"	spoke about amt due-got rdg	agree to make a payme t plan, bill adjusted		X	X
11/04	mail	sent rdg-	bill adjusted		X	
11/08	phone	needs amt owed and how to pay	spoke-ok		X	
	mail	sent in reading	bill adjusted		X	
	phone	called in rdgs	"			
11/17	"	sent in payment-mail returned-re-sent	ok			
	"	sending check today	"			
	"	paid on 10/9	spoke, not received, he will send			
	"	advised rdg	bill adjusted		X	
	"	can they pay on phone?	left msg			
11/18	"	sending check today	ok			
	"	will send check	ok			
11/19	"	sending ck this week	ok			
11/22	"	"	ok			
11/25	"	"	ok			
	"	account was supposed to be adjusted	left msg-adjustment was made			
11/29	"	gave reading	account adjusted		X	
	"	sending check, mailingl address	address ok			
12/01	mail	would like to pay by cr.card	requested to j. park-psc			
12/08	phone	selling houseclose 12/21				
12/14	"	leak in house, needs curb shut off	to Operator, curb box repaired 12/17	X		
12/15	"	do I have a balance due	msg-no			
	"	low pressure	Scott spoke to filter clogged			
12/20	"	close today	spoke-ok			
	"	sending check				
12/21	"	low pressure	doing repair			

12/22	"	"	"	"	
	"	low pressure in part of house		spoke to Operator- basket clogged	
	"	is boil water still in effect		spoke-yes until test results come back, prob tomorrow	
	"	question on bill		spoke- will send reading. bill adjusted	X
01/04/22	"	question on damaged meter charge		explained-ok	
	"	question on bill-no one in house		explained- only charged the min.	
	"	just moved in, got a bill		explained billing-ok	
	"	gave reading		bill adjusted	X
	"	said bill was wrong		gave reading, bill correct. he would not agree, referred to psc	
	"	did we receive a check		spoke-not received	
01/06	mail	change bill address		ok	
	phone	will send check		ok	
01/16	"	low pressure		operator is checking for main leak	X
	"	"		"	X
01/17	"	"		"	X
	"	"		"	X
01/18	"	gave corrected rdg		spoke-made the change-bill the same-min	
	"	buying house-close 1/25		spoke - got all info.	
	"	selling hous #NAME?		spoke- disc	
	"	wants to pay bill		spoke- will send check	
01/19	email	gave rdg,		bill adjusted	X
01/20	phone	wants to discuss bill		left message with inforr	
	"	wants to make payment		"	
01/24	"	has low pressure		discussed leak in part of system	
	mail	sent in rdg.		bill adjusted	X
	phone	gave rdg,		"	X
01/25	"	"		bill the same-min.	
	mail	"		bill adjusted	X
	"	"		bill ok	
01/28	"	"		"	X
	phone	did we receive their check?		not as of then	
	"	reading		he gave reading-account adjusted	
	"	did we receive their check?		left msg	
	mail	house vacant from 12/1/21-call		spoke	
	"	gave rdg,		bill adjusted	X
02/03	phone	gave rdg,		bill adjusted	X
	"	"		"	X
	mail	change mail address		done	
02/07	phone	selling, closing 2/11		got info, calculated amount for him and new cust.	
02/10	"	meter cracked		operator was there, replaced meter-customer caused freezing mtr	X
02/14	"	where is shutoff in house		spoke-told cust where to find it	
02/18	"	wanted return call		returned call fri and sat	
	"	tree came down on our property		operator checked-looks ok	
02/21	"	sending check			
	"	sending che ck			
02/22	"	knows they owe money			
	"	sending 400 this wk, 400 next			
	"	check sent			
02/24	"	sending check			
02/25	"	sending check			
	"	check sent			
02/26	"	large open balance-gave owner/resident info			
03/01	"	needs to discuss balance owed		spoke- will send checks	
03/02	"	change billing name-will send check		done	
03/03	"	getting cloudy water, high pressure		operator checked-adjusted pressure tank/controls	X
03/04	"	house being sold, will send check		can we shut off at curb for him to do work	X
	"	sent checks-wait til tues to cash		ok	
	"	cloudy water		finished adjustments in pumphouse	X
	"	did we receive check		left msg-yes	

03/06	"	does she have open balances	left msg-yes		
03/08	"	meter froze-no water	operator changed meter	X	
03/10	"	status of acct?	spoke-open balance		
03/14	"	house being sold, will need final bill	spoke-gave amount due		
03/16	"	sending ck this week			
03/21	mail	please send paid rect.	done		
	"	change mailing address	done		
04/04	phone	how much does he owe?	left msg		
	"	"	"		
	"	"	"		
04/06	"	got disconnect notice-had paid	spoke- got old notice, mail problem		
	"	question on the water where is curb valve	left msg		
04/07	"	need to see if curb valve works	spoke, having operator check	X	
	"	question on bill	left msg		
04/08	"	got past due notice-had paid	spoke-got old notice in mail		
04/09	"	hold post dated ck	spoke-already deposited		
	phone/mail	sent in letter w/rdg	spoke-made adjustment		
04/12	phone	gave reading	spoke-bill adjusted		
04/14	mail	should have a genertor			
04/15	mail	bills were high	are getting readings and bills based on them		
04/18	mail	sent in rdg.	bill adjusted		
	mail	why was bill estimated	spoke- will make sure she sends in card		
	mail	can't leave card in her mailbox	we will not leave it there, if necessary		
	phone	gave reading	bill adjusted		X
	email	question on bill	emailed response-explaining		
	phone	can he pay on 5/1	spoke-ok		
	"	gave reading	bill adjusted		X
	"	can he pay by credit card	spoke-no		
	"	gave reading	bill unchanged-min.		
	"	change name on acct	left msg		
04/22	"	discuss acct-house being sold	spoke- will send contact info for buyer		
	"	pay by cr card?	spoke-no		
	mail	downed tree/branches on property	asst operator will remove	X	
	"	"	"	X	
05/01	"	gave reading	bill adjusted		X
	phone	"	"		X
	"	new-change bill address shut off?	done will look at valve		
	"	gave reading	bill adjusted		
	"	did we receive check?	left msg yes		
	"	needs balance owed	spoke		
	"	change billing name	spoke-done		
	"	did not receive bill	sent		
	"	sending check	ok		
	"	did not rec bill	spoke sent ck		
	"	sending check	" ok		
	"	getting help from breast cancer found.	rec check		
05/20	"	sending check today	ok		
	"	resubmit check	ok		
05/24	"	sending check	ok		
05/26	"	"	ok		X
05/31	"	correct mail address.gave rdg	ok, bill adjusted		
06/02	mm "	low pressure	operator already fixed, reset elec.	X	
06/03	"	sending ck this week replacement	ok	X	
06/06	"	needs curb valve shut off	referred to operator		
	"	sending ck this week	ok		
	"	needs amount owed	left msg		
06/07	"	house closing thurs	sent final bill to atty		
	"	gave rdg.	bill adjusted		X

06/08	"	new owner	got information	
	mail	sent rdg, bill was estimated	bill adjusted	X
	"	"	"	X
06/10	phone	change bill address	ok-done	
	"	sending ck this week		
06/13	mail	new chemical harmed his koi	checked with engineer and chem co. no effect on wildlife	
	phone	house closing-need final bill	bill sent to atty	
	"	new owner-set up acct	ok-done	
06/14	"	called in rdgs	ok	
06/20	"	selling hous #NAME?	sent final bill	
06/22	"	low pressure	operator checked-system ok	X
07/12	"	question on bill	spoke-ok	
07/14	"	brownish water	operator checked-adjusted chlorine level	X
	"	"	"	X
07/15	"	needs repair of lawn from digging	spoke-credit issued	
07/18	"	gave rdg,	bill adjusted	X
	"	gave rdg,	bill adjusted	X
07/19	"	"	"	X
	"	"		X
	"	check not cashed	was cashed	
07/21	"	billing period question	spoke-answered	
	"	gave rdg,	bill adjusted	X
	"	change billing name on 1 house	spoke-done	
07/22	mail	didn't get a card to send in rdg	will have new person doing readings now	
	mail	sent in rdg.	bill adjusted	X
07/25	"	gave rdg, and needs curb box shut to do work	bill ok, gave him service #	X
	"	gave rdg,	bill adjusted	X
	"	said house was vacant	left msg-call us with reading	
	"	not happy she got a notice for past due	just a reminder notice	
07/28	phone	needs amount owed	spoke-done	
	"	sending part this week, balance next	ok	
07/29	mail	sent rdg,	bill ok, tried but could not leave msg	
	phone	water shut off at curb march,2022	ok	
	"	needs amount owed	spoke, ok	
	"	check was sent	ok-done	
	"	needs amount owed	spoke, ok	
08/01	"	redeposit returned ck	"	
08/02	"	question on bill	"	
	"	renter moved out	name back to owner	X
08/03	mail	sent payment with note	spoke, got rdg, bill adjusted	
	"	questions on bill	called & left msg	
08/10	"	new customer	spoke, bill adjusted	X
08/11	phone	can she pay on phone	spoke-sending ck	
08/13	"	applying to ny state-hardship	spoke, spoke to nys	
08/15	"	needs amount due	spoke-ok	
	"	sending ck	ok	
	"	new owner-set up acct	ok	
08/16	"	sending ck for both	ok	
	"	pd \$214	left msg. that only paid 1/2 amt owed	
	"	she paid old balancein full	checking receipts	
08/18	"	sending ck	ok	
	"	house being sold, sending ck	ok	
	"	sending new ck	ok	
	"	got card re: \$9 due, not happy	spoke, told her she just got a reminder notice	
08/19	"	ck mailed 2 wks ago, not cashed	just received, ok	
08/22	"	sending ck	ok	
	"	sending ck dated 9/1	ok	
08/23	"	question on bill	spoke, ok	
08/25	"	gave reading	bill adjusted	X

08/26	"	can they pay on phone?	sending check		
	"	needs markout	sent to operator, he is in contact		X
	"	sending ck	ok		
	"	"	"		
08/27	"	"	"		
08/30	"	tenant out-gave reading	billed tenant		
08/31	"	bounced ck. sending new ck	ok		
09/06	"	is a balance open?	spoke, yes-will send		
09/08	"	hears water running	referred to operator-all ok		X
09/12	"	sending ck	ok		
	"	needs water back on	referred to operator-done		X
09/14	"	needs curb box shut off to fix house leak	"		X
09/19	"	new owner-set up acct	ok		
09/23	"	needs markout done	referred to operator-done		X
09/29	"	question on meter reader	spoke, explained procedure		
10/01	hol	"	low pressure	crack in pipe in pumphouse fixed	X
10/06	"	leak into house	referred to operator-customer pipe		X
	"	was bill paid	left msg-yes		
	"	hse closed-new owner	spoke-ok		
10/07	"	question on bill	spoke - bill		X
	"	gave reading	bill adjusted		X
	"	question on bill	ok		X
	"	gave rdg,	bill adjusted		X
	"	"	"		X
10/10	"	new tenant-gave rdg	ok		X
	"	gave rdg,	bill adjusted		
	"	selling house	ok-need rdg		X
10/11	"	gave rdg,	bill adjusted		
	"	13cccd sold	ok-chenged name		
	"	gave rdg,	bill adjusted		X
10/12	"	"	"		X
	"	"	bill ok, tried but could not leave msg		
	"	"	bill adjusted		
10/13	"	can we do autopay	can't do that		
	mail	change bill address	done		
	"	did not get reading card	will make sure they get them		
10/14	phone	question on fin. chg	removed from bill		X
	"	low pressure	checked by operator-system ok, problem in house		X
10/17	"	gave rdg,	bill adjusted		X
	"	"	"		X
	"	question on bill/rates	spoke-bill explained		
10/18	"	gave rdg,	bill adjusted		X
	"	question on bill	fin. chg ok		
10/19	"	billed for arrears-says he paid	spoke-checked his account-no payment recd. he checked-check not cashed		
	"	question on bill	spoke-asked her to get rdg		
10/20	"	wants to set up autopay	spoke-car		
	"	can they send payment next wk	spoke-ok		
10/21	"	can we shut off water	spoke-gave them service # to arrange work		X
	"	gave rdg,	left msg-bill the same-m sending ck		
10/24	"	question on bill-moved in in Jul	spoke-bill ok		
	"	new owner-10/25	spoke-set up acct		
10/27	"	gave rdg,	bill adjusted		X
11/08	"	needs amt owed	called, left msg		
	mail	thank you for extra time to pay bill			
	"	gave rdg,	bill adjusted		X
11/10	phone	never got bill-returned to us	address ok, emailed bill		
11/12	mail	gave rdg,	bill was estimated actually slightly low		
	"	gave rdg,	rdg is higher than on bill		
11/14	phone	change billing name on each	done		

	"	check lost, sending another	ok-rec		
	"	sending ck			
11/15	"	new owner-10/25	ok		
11/18	"	regarding bill-msg	called back-left msg		
11/21	"	selling-close 11/28	sent final to atty		
	"	selling-close 11/21	sent final to atty-bill adjusted		X
11/22	"	change bill address	ok		
	"	sending ck	"		
11/25	"	"	"		
	"	"	"		
	mail	gave reading	bill adjusted		X
	"	"	"		X
11/28	"	needed water turned off at curb	spoke-already done	X	
11/29	phone	gave rdg-sending ck email	email-bill ok		
12/02	"	sending ck-change phone #	spoke-done		
12/06	"	check sent	ok		
12/08	"	sending ck	"		
	"	"	"		
12/09	"	"	"		
	"	"	"		
12/12	"	" - should get credit	spoke, credit given to min.		X
	"	change bill address,	sending ck, done		
12/14	"	cannot send \$	referred to soc. svcs		
	"	sending fri	ok		
	"	check sent	"		
12/15	"	sending ck-	"		
	"	" - post dated	"	X	
12/22	"	no water	operator was there working on problem		
12/26	"	selling, close fri	got rdg, sent final bill		
	"	just moved in, owned for 1 yr	got rdg, phone #, discussed charges		
01/07/23	"	question on bill	actual rdg-bill ok		
	"	change name on acct	ok-done		
01/10	"	checked rdg	corrected rdg-bill adjusted		X
	"	gave rdg	bill adjusted		X
	"	"	"		X
01/13	"	new tenant	ok-done		
	"	did we receive check?	spoke-yes		
01/16	"	gave rdg	bill adjusted		X
	"	change mail address	done		X
01/18	"	gave rdg	bill adjusted		X
01/19	mail	sent rdg,	"		
	"	doesn't want to read mtr	will have operator read		
01/20	"	sent rdg,			
01/23	phone	check sent	ok-done		
01/26	"	new owner	spoke, acct set up		
01/28	"	meter leaking	referred to operator-meter changed	X	
	"	gave rdg	bill adjusted		X
	mail	doesnt want to read the meter	asked operator to read got rdg, bill adjusted	X	X
02/01	"	gave rdg	bill ok		
	"	sent rdg,	"		
	"	change address	done		
	"	check address to send payment	spoke-ok		
02/06	phone	meter making noises	referred to operator	X	
02/08	"	sending ck-			
	"	gave rdg	spoke-bill ok		
02/16	"	leaking mtr	spoke-referred to greco	X	
02/17	"	buying house-close 2/16	spoke-switched over acct		
02/20	"	did not receive bill sending ck	bill was sent		
	mail	sent rdg. asked for card for this qtr	bill adjusted, advised they will receive card		X

02/21	"	sent rdg.	bill ok		
	phone	sent check			
02/22	"	did we receive their check?	yes. gave a credit		
	"	needs balar ce due	spoke		
	"	sending ck-	spoke-ok		
02/23	"	check sent			
02/27	"	did you receive ck	spoke-yes		
03/01	"	check sent #NAME?	spoke-ok		
03/03	mail	sent reading	bill adjusted, advised they will receive card		X
03/10	phone	needs water back on	spoke, will leave check at door		
03/16	"	"	"		
	"	needs amount due	spoke, will have it done		
	"	"	left msg. that only paid 1/2 amt owed		
	"	"	spoke, sent [redacted] email with information		
03/17	"	selling house	spoke, closing 3/28 closed		
03/18	"	needs amount owed	spoke		
03/22	"	purity of water?	spoke, sent test results		
03/27	"	was bill sent yet-gave rdg			
04/07	"	gave rdg, question on bill	spoke- will give [redacted] total amt due		
04/10	"	gave rdg,	spoke, bill adjusted		X
04/11	"	"	"		X
	"	"	"		X
	"	"	"		X
	"	"	"		X
04/12	"	"	"		X
04/14	"	needs curb box marked	spoke-told [redacted] there would be a svc chg	to operator	X
04/17	mail	change mail address	done		
	phone	gave rdg,	bill adjusted,		X
04/18	"	sent bank ck to replace bounced one			X
	"	lost bill, needs amount	emailed [redacted] bill		
04/19	"	needs time to pay bill	spoke-5/1 ok		
	"	gave rdg,	bill adjusted,		X
	"	bill not received	new bill sent		
04/20	"	needs time to pay bill	spoke 5/5 ok		
04/21	mail	sent rdg.	bill adjusted,		X
	phone	gave rdg,	"		X
	"	will send check	spoke-ok		
04/22	"	question on bill-fixed chg?	"		
	"	gave rdg,	bill adjusted,		X
	"	change mail address	done		
	"	"	"		
05/01	mail	"	"		
05/02	phone	bill question	asked [redacted] to give mtr rdg		
	"	can he pay over phone?	not yet		
05/03	"	question on bill	spoke-ok		
	"	gave rdg,	bill adjusted,		X
05/04	"	question on bill	spoke-ok, [redacted] will call w/rdg in june		
	"	will send ck 5/30	ok		
	"	gave rdg,	bill adjusted,		X
05/05	"	ck sent	ok		
	"	gave mail address	ok		
05/10	"	ck sent	ok		
05/12	"	gave rdg,	bill adjusted,		X
05/13	"	ck sent	ok		
05/16	"	nys paying	spoke to nys-ok		
	"	gave rdg,	bill adjusted,		X
05/18	"	will send ck	ok		
05/19	"	sending ck-	ok		
05/22	"	gave mail address	ok		
05/24	"	ck sent	ok		
05/29	"	sending today	ok		

05/31	"	"	ok	
	"	"	ok	
06/03	"	"	ok	
	"	sending this wk and next	ok	
06/12	"	sending ck today	"	
	"	selling, clos	got reading, sent final bill	
	"	sending \$75 today, more later	"	X
	"	replaced meter themselves. gave readings	"	
	"	purchased house-closed 5/18	set up account	
	"	will send ck 6/21	ok	
06/13	"	new owner	set up account	
	"	sending checks	ok	
	"	was bill pd?	left msg-yes	
	"	sending ck today	ok	
621	"	house sold - gave name of new owner	"	
06/26	"	did not get bill	spoke-bill just sent	
06/29	"	question on bill	spoke- will send picture of meter	X
07/03	"	gave rdg, picture of meter	spoke-bill adjusted	X
07/05	"	question on rate letter	spoke-explained	
	"	question on rates and rdg	spoke-answered, rdg ok	
07/06	"	question on bill	bill ok-msg	
	"	"-gave reading	spoke-bill adjusted	X
	"	question on bill	sent picture, bill ok, explained	
07/07	"	gave reading	bill adjusted,	X
	"	gave reading	"	X
	"	gave reading	ok	
	"	can i pay online	left msg- not now	
07/10	"	question on rate letter	spoke-explained	
	"	gave reading	ok	
	"	gave reading	bill adjusted,	X
07/11	"	gave reading	ok	
	"	house empty	sent current open bill	
7/12-7/31	"	question on bill	ok	
	"	question on reading	explained-ok	
	"	sold house ,gave rdg	sending refund based on his reading	
	"	sending ck today	ok	
	"	sending ck	ok	
	"	gave reading	bill adjusted,	X
	"	lost bill, needs amount	left msg with amount	
	"	gave reading	bill adjusted,	X
	"	check sent-did we receive	left msg	
	"	sending ck 8/1	ok	
	"	water coming out of pumphouse, did not get bill	repair made, neighbor had bill	
	"	ck not cashed	dep 8/1-2	
	"	"	"	
	"	"	"	
	"	"	bill not received-confirmed mail address	
	"	selling, close 8/3	sent final bill to atty	
	"	gave reading	bill adjusted	X
	"	question on bill	left msgs	
	"	check not cashed	dep 8/1-2	
	"	"	"	
	"	"	"	
	"	"	"	
	mail	gave reading	bill adjusted,	X
	"	question on reading	"	X
	"	gave reading	"	X
	"	"-gave reading	"	X

	"	"-gave reading	"		X
	"	"-gave reading	"		X
	"	"-gave reading	"		X
08/10	phone	was check received?	spoke-no.will send other		
08/11	mail	gave reading	bill adjusted,		X
08/14	phone	check sent			
	"	amount owed?	left msgs		
	"	go over bill	ok		
	"	gave rdg,	bill adjusted,		X
08/15	"	will send ck	ok	X	
08/16	"	brown water	referred to operator- ok		
	"	"	"		
08/18	"	sending ck, gave rdg	bill adjusted,		X
08/19	"	gave rdg,	"		X
	"	check sent	ok		
08/21	"	"	"		
	"	"	"		
	"	sending monday	"		
08/22	"	gave rdg,	bill adjusted,		X
	"	check sent	ok		
	"	closing next week-sale	sent final bill		
08/23	"	did we receive check?	yes		
08/25	"	sent check	ok		
	"	can they pay over phone	not now		
08/28	"	"	"		
	"	sending 2 checks	ok		
	"	sending check	"		
09/05	"	change address	done		
	"	check sent	ok		
907	"	selling house-sending ck	left msg		
09/08	"	check bounced-will send new	ok		
	"	"	ok		
09/11	"	sending money order	ok		
09/12	"	no water	power outage, cleared up shortly		
	"	meter leaking	referred to operator- ok	X	
09/14	"	needs balance, change address	ok		
	"	check sent	ok		
09/18	"	sending ck	ok		
09/20	"	was bill paid?	yes		
09/22	"	meter stopped	referred to operator	X	
10/09	"	gave rdg,	bill adjusted,		X
	email	question on finance chg	sent em back. explained and took off chg		X
	"	sent in rdg.	bill adjusted,		X
	phone	discuss tenant balance	he will speak to them		
10/12	"	question on bill	spoke-explained		
10/13	"	will send ck	ok		
	"	gave rdg,	bill adjusted,		X
	email	question on fin. chg	responded on email		
10/16	"	"	chg removed		X
	phone	will send check	ok		
	email	question on svc chg	responded-explained-chg valid		
	mail	"	check rec. after due date-chg ok		
	phone	gave rdg,	ok		
10/17	"	question on fin. chg	bill adjusted,		X
	"	old and new owners	bills adjusted		X
	"	gave rdg,	bill adjusted,		X
	"	question onbill	spoke-told him to get rdg and advise		
10/27	"	"	left msg		
	"	sending check	ok		

10/20-11/3	"	lost bill, needs new one	bill sent to atty	
	"	sending check	ok	
	mail	sent rdg.	ok	
	"	"	ok	
	"	"	bill adjusted,	X
	"	"	"	X
	"	change address	ok	
	"	needs meter read quarterly	advised meter reader	
	"	sent rdg.	ok	
11/06	phone	how much owed?	ok	
	"	need to locate curb box, bad meter install	we are attempting to locate, installation must be corrected	
11/16	mail	emailed reading	bill adjusted,	X
	mail	sent reading	ok	
11/18	phone	please turn on, left check on door	done	X
11/21	"	gave reading for closing	will prepare final bill	
	mail	sent reading	bill adjusted,	X
11/22	phone	gave rdg,	"	X
12/01	"	will send check	ok	
	"	"	"	
	"	check sent	"	
	"	"	"	
12/04	"	"	"	
	"	needs water back on	gave to operator water on	X
12/05	"	check sent	ok	
	"	gave rdg,	bill adjusted check sent	X
12/06	"	check account	ok	
	"	meter stopped/leaking	gave to operator	X
12/07	"	sending check	ok	
	"	will send check	"	
12/08	"	water is off	turned off in error, turned back on	
	"	low pressure	problem caused by central hudson, called them, xed-operator	X
12/11	"	can't find the meter	told them where it is-got rdg	
12/18/23	emails	want information on water status	distributed information by hand and email	
12/21	phone	want information on water status	posted information on Town and High Falls Websites	
	"	water off, wants to pay bill	water was on, spoke, told [redacted] to mail-ok	
1/5-1/12/24	"	gave rdg,	bill adjusted,	X
	"	"	"	X
	"	bill due"	spoke -ok	
	"	gave rdg,	bill adjusted	X
	"	what is the surcharge	spoke -ok	
	"	what is bill adjustment	spoke- was for return ck- not [redacted] bill adjusted	X
	"	bill ripped, needs amount	spoke-gave to [redacted] ok	
	"	lost bill, needs new one	ok	
01/19	"	can he do a payment plan	spoke-set up \$45 per month	
	"	bank forclosure-closing	spoke-emailed current bill	X
	mail	paid bill, sent rdg	credit issued	
01/23/24	phone	wants discount	spoke, no	
	mail	gave rdg,	bill adjusted,	X
01/26	phone	sending ck	ok	
	mail	gave rdg,	bill adjusted,	X
	mail	wants to get rdg card	will make sure they get 3/31	
01/29	phone	gave rdg,	bill adjusted,	X
01/31	phone	gave rdg,	"	X
02/01	"	question onbill	will provide rdg bill adjusted	X
02/02	"	payment sent	ok	
	"	"	"	
	mail	sent rdg.	bill adjusted,	X
02/05	phone	sending ck	ok	

	"	check sent	"	
	"	sending ck	"	
02/06	"	"	"	
	mail	has low pressure	will have operator check	
02/07	"	gave reading	bill adjusted,	X
02/12	phone	sending check	ok	
	"	check sent	ok	
	phone	sending 3/1	ok	
02/13	phone	leaky meter	referred to operator	X
	"	was bill paid?	spoke-yes	
	"	question on returned check	spoke-ok	
	"	sending ck	ok	
	"	check sent	"	
02/25	mail	low pressure-air?		
	"	did not get reading card gave rdg	bill ok-min	
	phone	sending check	ok	
	"	check sent	"	
	"	check received?	yes	
	"	will send check	spoke-ok	
	"	needs mail address to pay bill	"	
	"	sending check	ok	
	"	did not rec bill	bill was paid	
	"	was check recd	spoke-yes	
	"	check sent	ok	
	"	closing on house-gave rdg	sent final bill to lawyer	
	"	new owner- to set up account	left msg	
03/05	"	no water svc	brief outage, called each one	X
03/06	"	check returned, can redeposit	ok	
	mail	meter broken	bill adjusted will get it replaced	X
03/07	"	payment sent in by ny state	received, credited to account	X
03/11	phone	new owner- to set up account-get mtr	operator dropped off mtr	
	"	selling, close 3/14	got rdg-sent final bill to atty	
03/12	"	sending ck	ok	
03/13	"	meter leaking	referred to operator-ok	X
03/17	"	change mail address	ok	
	"	got notice, had paid	ok-crossed in mail, spoke	
	mail	meter not working	bill adjusted, on list to replace	
03/21	emails	can't get meter installed	he is using a 1" pipe in house, needs to be 5/8", he will change	
04/01	phone	cannot read meter, questions	referred to operator-he made appt and read customer meter	X
04/03	"	question on meter possibly leaking	spoke-he will check further	
04/08	"	mows the lawn, should he get new mower	spoke, told him yes	
	"	have wrong due date on bills	spoke, problem with computer program, fixed, ok	
	email	question on bill	bill adjusted	X
	phone	sending substantial check this week	ok	
	phone	question on bill	spoke-bill was based on his reading, last 2 were estimated. He was nasty and refused to understand. I recommended he contact the psc	
04/09	"	check was given to company rep 2/9 but was not	cashied. They will replace. Company will pay Stop bank fee	
04/10	"	need response to letter	letter emailed to them-hydrants being serviced and painted now	
	"	question on surcharge	spoke-explained-ok	
	"	wrong due date on bill	spoke-computer error-ok	
04/11	phone	question on bill paid ck 1/10/24	spoke-we did not receive ck. he will check with his bank	
	email	reading wrong on bill. sent picture	bill adjusted	X
	phone	gave reading	"	X
04/12	"	wrong due date on bill	spoke-computer error-ok	
	"	have incorrect balance due on bill	spoke-bill is correct	

From: [jeffrey fuller](#)
To: [Chakraborti, Mohua \(DPS\)](#); [Coryer, Charles \(DPS\)](#); [Gonyea, Joshua \(DPS\)](#); [Marsh, Timothy \(DPS\)](#)
Subject: Fw: HVWC#5 - Water service interruption 24-W-0105
Date: Wednesday, April 17, 2024 3:58:23 PM
Attachments: [image001.png](#)

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1. a,b

----- Forwarded Message -----

From: jeffrey fuller <jmf1294@yahoo.com>
To: Lisa Beth Michaels <safewatersystems@yahoo.com>
Sent: Tuesday, December 19, 2023 at 12:53:54 PM EST
Subject: Re: HVWC#5 - Water service interruption

he will keep it off bypass

On Tuesday, December 19, 2023 at 11:32:03 AM EST, Lisa Beth Michaels <safewatersystems@yahoo.com> wrote:

[Sent from Yahoo Mail for iPhone](#)

Begin forwarded message:

On Tuesday, December 19, 2023, 10:56 AM, Scott Benson <scott.benson@co.ulster.ny.us> wrote:

Hello Scott,

Following up to our conversation today, potable water must be provided for the community. A tanker truck must be secured immediately.

The recharged filter media will require a sample test to prove efficacy showing Arsenic levels below the acceptable MCL before being place into service.

Please let me know if you need any clarification or any additional information.

Scott R.L. Benson, E.I.T.

Assistant Public Health Engineer

Ulster County Department of Health
Environmental Health Services Division
Golden Hill Office Building
239 Golden Hill Lane
Kingston, NY 12401
Office: (845) 340-3035
Fax: (845) 340-3045
Email: scott.benson@co.ulster.ny.us



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From: [jeffrey fuller](#)
To: [Chakraborti, Mohua \(DPS\)](#); [Coryer, Charles \(DPS\)](#); [Gonyea, Joshua \(DPS\)](#); [Marsh, Timothy \(DPS\)](#)
Subject: Fw: HVWC#5 - Water service interruption24-W-0105
Date: Wednesday, April 17, 2024 3:58:53 PM
Attachments: [image001.png](#)

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1. a,b

----- Forwarded Message -----

From: jeffrey fuller <jmf1294@yahoo.com>
To: Lisa Beth Michaels <safewatersystems@yahoo.com>
Sent: Tuesday, December 19, 2023 at 01:03:23 PM EST
Subject: Re: HVWC#5 - Water service interruption

can you tell him we are off bypass and will remain so

On Tuesday, December 19, 2023 at 11:32:03 AM EST, Lisa Beth Michaels <safewatersystems@yahoo.com> wrote:

[Sent from Yahoo Mail for iPhone](#)

Begin forwarded message:

On Tuesday, December 19, 2023, 10:56 AM, Scott Benson <scott.benson@co.ulster.ny.us> wrote:

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Please let me know if you need any clarification or any additional information.

Scott R.L. Benson, E.I.T.

Assistant Public Health Engineer

Ulster County Department of Health
Environmental Health Services Division
Golden Hill Office Building
239 Golden Hill Lane
Kingston, NY 12401
Office: (845) 340-3035
Fax: (845) 340-3045
Email: scott.benson@co.ulster.ny.us



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From: [jeffrey fuller](#)
To: [Chakraborti, Mohua \(DPS\)](#); [Coryer, Charles \(DPS\)](#); [Gonyea, Joshua \(DPS\)](#); [Marsh, Timothy \(DPS\)](#)
Subject: Fw: Tanker 24-W-0105
Date: Wednesday, April 17, 2024 3:59:24 PM

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1. a,b

----- Forwarded Message -----

From: jeffrey fuller <jmf1294@yahoo.com>
To: Lisa Beth Michaels <hvwemail@yahoo.com>; scott michaels <safewatersystems@yahoo.com>
Sent: Wednesday, December 20, 2023 at 10:21:55 AM EST
Subject: Re: Tanker

yes

On Tuesday, December 19, 2023 at 11:31:42 AM EST, Lisa Beth Michaels <hvwemail@yahoo.com> wrote:

Please read the forwarded email from the UCDOH

Scott suggests pushing back against the tanker requirement and instead plan to reimburse the consumers for 3 gallons per day per person of bottled water (with receipt) for cooking and drinking. The reality is that all but 2 customers at #5 will be about a mile away from the tanker making it impractical. The tanker must be placed on Beechford Dr as there is no way to accommodate it on Mtn Valley Rd

[Sent from Yahoo Mail for iPhone](#)



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From: [jeffrey fuller](#)
To: [Chakraborti, Mohua \(DPS\)](#); [Coryer, Charles \(DPS\)](#); [Gonyea, Joshua \(DPS\)](#); [Marsh, Timothy \(DPS\)](#)
Subject: Fw: water update 24-W-0105
Date: Wednesday, April 17, 2024 3:59:53 PM

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----- Forwarded Message -----

From: Scott Michaels <hvwcemail@yahoo.com>
To: Paige Sheeley <pshe@co.ulster.ny.us>; Jeff Fuller <jmf1294@yahoo.com>;
safewatersystems@yahoo.com <safewatersystems@yahoo.com>
Sent: Friday, December 22, 2023 at 08:25:20 AM EST
Subject: water update

12/22/23

HVWC #5 customers

Under the direction and guidance of the UCDOH:

The do not drink measure shall stay in place until samples taken confirm compliance with NYS drinking water code. Our system, when operating normally accomplishes this.

As our raw water sample indicates arsenic levels of 13 ug/L and the maximum contaminant level for arsenic is 10ug/L, our system historically has proven to be effective.

Service is scheduled for early next week, with compliance sampling to follow. Once sample results confirm our system is operating properly, we will send notification that the do not drink measure has been lifted.

Sent from [Mail](#) for Windows



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From: [jeffrey fuller](#)
To: [Chakraborti, Mohua \(DPS\)](#); [Coryer, Charles \(DPS\)](#); [Gonyea, Joshua \(DPS\)](#); [Marsh, Timothy \(DPS\)](#)
Subject: Fw: water update 24-W-0105
Date: Wednesday, April 17, 2024 4:00:44 PM

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----- Forwarded Message -----

From: jeffrey fuller <jmf1294@yahoo.com>
To: Lisa Beth Michaels <hvwemail@yahoo.com>
Sent: Friday, December 22, 2023 at 10:07:14 AM EST
Subject: Re: water update

I got email from her, I will answer

On Friday, December 22, 2023 at 10:04:21 AM EST, Lisa Beth Michaels <hvwemail@yahoo.com> wrote:

[Sent from Yahoo Mail for iPhone](#)

Begin forwarded message:

On Friday, December 22, 2023, 9:56 AM, Sarah Schutzki | FERAL Creative <sarah@feralcreative.net> wrote:

Scott,

Can you please send me official reports so I can review levels on all accounts? We need much more information - and transparency - here.

Additionally, what are next steps, when are they planned/scheduled and what can we expect (1) if tests go well and (2) if they do not.

To go this long without being able to access safe drinking water is a significant issue.

Thank you,
Sarah

On Fri, Dec 22, 2023 at 8:34 AM Scott Michaels <hvwemail@yahoo.com> wrote:

12/22/23

HVWC #5 customers

Under the direction and guidance of the UCDOH:

The do not drink measure shall stay in place until samples taken confirm compliance with

NYS drinking water code. Our system, when operating normally accomplishes this.

As our raw water sample indicates arsenic levels of 13 ug/L and the maximum contaminant level for arsenic is 10ug/L, our system historically has proven to be effective.

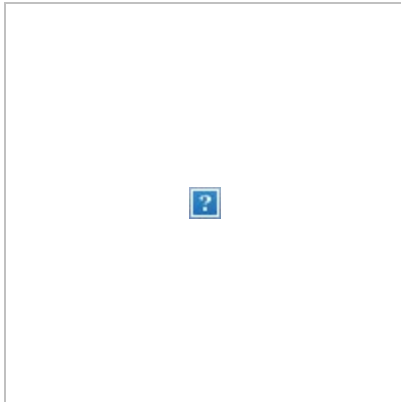
Service is scheduled for early next week, with compliance sampling to follow. Once sample results confirm our system is operating properly, we will send notification that the do not drink measure has been lifted.

Sent from [Mail](#) for Windows

--

[SARAH SCHUTZKI](#) // FERAL CREATIVE
M 917 572 5939 // sarah@feralcreative.net

[1 IN 7 // Feature Documentary](#)



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From: [jeffrey fuller](#)
To: [Chakraborti, Mohua \(DPS\)](#); [Coryer, Charles \(DPS\)](#); [Gonyea, Joshua \(DPS\)](#); [Marsh, Timothy \(DPS\)](#)
Subject: Fw: boiceville 24-W-0105
Date: Wednesday, April 17, 2024 4:01:10 PM

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----- Forwarded Message -----

From: jeffrey fuller <jmf1294@yahoo.com>
To: Timothy B. Rose <tiro@co.ulster.ny.us>
Sent: Friday, December 22, 2023 at 10:16:28 AM EST
Subject: boiceville

the tanker was not there because the notice going out did not say anything about it. It will go there now



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From: [jeffrey fuller](#)
To: [Chakraborti, Mohua \(DPS\)](#); [Coryer, Charles \(DPS\)](#); [Gonyea, Joshua \(DPS\)](#); [Marsh, Timothy \(DPS\)](#)
Subject: Fw: boicevillem 24-W-0105
Date: Wednesday, April 17, 2024 4:01:36 PM
Attachments: [image001.png](#)

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1. a,b

----- Forwarded Message -----

From: jeffrey fuller <jmf1294@yahoo.com>
To: Timothy B. Rose <tiro@co.ulster.ny.us>
Sent: Friday, December 22, 2023 at 10:29:50 AM EST
Subject: Re: boiceville

he has a more practical proposal. Give each customer 20 gallons of water, which should cover drinking/cooking until work is complete. This is probably more than they need. It is also more practical than a tanker on Beechford

On Friday, December 22, 2023 at 10:24:08 AM EST, Timothy B. Rose <tiro@co.ulster.ny.us> wrote:

Jeff – Your operator was verbally notified several times to secure a tanker as well as via email. Make sure notification is done informing the public that potable water is available. See attachment.

Timothy B. Rose, P.E., BCEE, QEP, M.P.A.

Director of Environmental Health Services

Ulster County Department of Health

Kingston, NY

Office: (845) 340-3031

This message and any attached material are intended only for the use of the individual or entity to which it is addressed and may contain information that is confidential. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution, or copying of this e-mail transmittal is strictly prohibited. If you have received this message in error, please notify us immediately by email, discard any paper copies and delete all electronic files of the message. If you are not sure as to whether you are the intended recipient, please respond to the above e-mail address.

From: jeffrey fuller <jmf1294@yahoo.com>

Sent: Friday, December 22, 2023 10:16 AM
To: Timothy B. Rose <tiro@co.ulster.ny.us>
Subject: boiceville

[EXTERNAL SENDER]

the tanker was not there because the notice going out did not say anything about it. It will

go there now

Hello Scott,

Following up to our conversation today, potable water must be provided for the community. A tanker truck must be secured immediately.

The recharged filter media will require a sample test to prove efficacy showing Arsenic levels below the acceptable MCL before being place into service.

Please let me know if you need any clarification or any additional information.

Scott R.L. Benson, E.I.T.

Assistant Public Health Engineer

Ulster County Department of Health

Environmental Health Services Division

Golden Hill Office Building

239 Golden Hill Lane

Kingston, NY 12401

Office: (845) 340-3035

Fax: (845) 340-3045

Email: scott.benson@co.ulster.ny.us



This message and any attached material are intended only for the use of the individual or entity to which it is addressed and may contain information that is confidential. If the reader of this message is not the intended recipient, you are hereby notified that any dissemination, distribution, or copying of this e-mail transmittal is strictly prohibited. If you have received this message in error, please notify us immediately by email, discard any paper copies and delete all electronic files of the message. If you are not sure as to whether you are the intended recipient, please respond to the above e-mail address..



Virus-free www.avg.com

From: [jeffrey fuller](#)
To: [Chakraborti, Mohua \(DPS\)](#); [Coryer, Charles \(DPS\)](#); [Gonvea, Joshua \(DPS\)](#); [Marsh, Timothy \(DPS\)](#)
Subject: Fw: Drinking water 24-W-0105
Date: Wednesday, April 17, 2024 4:02:10 PM

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1. a,b

----- Forwarded Message -----

From: Scott Michaels <hvwcemail@yahoo.com>
To: safewatersystems@yahoo.com <safewatersystems@yahoo.com>; Paige Sheeley <pshe@co.ulster.ny.us>; Jeff Fuller <jmf1294@yahoo.com>; Lnor@co.ulster.ny.us <lnor@co.ulster.ny.us>; Jcon@co.ulster.ny.us <jcon@co.ulster.ny.us>; Exec@co.ulster.ny.us <exec@co.ulster.ny.us>
Sent: Saturday, December 23, 2023 at 04:28:14 PM EST
Subject: Drinking water

HVWC #5

Drinking water is available at the "Turco" tanker parked along Beechford Drive

Bring your own containers and help yourself.

Please be considerate f your neighbors.

Thank you for your patience

Sent from [Mail](#) for Windows



Virus-free. www.avg.com

From: [jeffrey fuller](#)
To: [Chakraborti, Mohua \(DPS\)](#); [Coryer, Charles \(DPS\)](#); [Gonyea, Joshua \(DPS\)](#); [Marsh, Timothy \(DPS\)](#)
Subject: Fw: Drinking water 24-W-0105
Date: Wednesday, April 17, 2024 4:02:35 PM

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1. a,b

----- Forwarded Message -----

From: jeffrey fuller <jmf1294@yahoo.com>
To: Scott Michaels <safewatersystems@yahoo.com>; Laura Nordstrom <lnor@co.ulster.ny.us>
Cc: Timothy B. Rose <tiro@co.ulster.ny.us>; Scott Benson <scott.benson@co.ulster.ny.us>; Johanna Contreras <jcon@co.ulster.ny.us>
Sent: Thursday, December 28, 2023 at 01:39:26 PM EST
Subject: Re: Drinking water

As an update to the filter work at Boiceville, the technician expects to complete work on the first filter late today. We can then test late tomorrow afternoon and the system can then operate as soon as we get the test results back. We will try to expedite

He also expects to complete work on the second filter by late tomorrow or maybe Saturday morning

On Tuesday, December 26, 2023 at 04:00:27 PM EST, Laura Nordstrom <lnor@co.ulster.ny.us> wrote:

Yes, this is additionally why I included him on the chain.

Laura Nordstrom
Director of Research and Operational Programs
Office of the Ulster County Executive
244 Fair Street | Kingston, NY 12401
Office: (845) 340-3800

From: Scott Michaels <safewatersystems@yahoo.com>
Sent: Tuesday, December 26, 2023 3:59 PM
To: Laura Nordstrom <lnor@co.ulster.ny.us>
Cc: Timothy B. Rose <tiro@co.ulster.ny.us>; Scott Benson <scott.benson@co.ulster.ny.us>; Johanna

Contreras <jcon@co.ulster.ny.us>

Subject: Re: Drinking water

[EXTERNAL SENDER]

You're welcome... Any chance we can include the owner in these conversations?

Sent from my iPhone

On Dec 26, 2023, at 3:53 PM, Scott Michaels <safewatersystems@yahoo.com> wrote:

I will use this email to update everybody about everything. I will notify the customers tonight with the latest filter status and do so with paper notification tomorrow for the seven homes who choose not to provide emails.

Sent from my iPhone

On Dec 26, 2023, at 3:49 PM, Laura Nordstrom <lnor@co.ulster.ny.us> wrote:

Thank you for the expediting and ensuring the tanker will continue to be present. Please notify immediately if the tanker is an issue.

Best,

Laura Nordstrom
Director of Research and Operational Programs
Office of the Ulster County Executive
244 Fair Street | Kingston, NY 12401
Office: (845) 340-3800

From: Scott Michaels <safewatersystems@yahoo.com>

Sent: Tuesday, December 26, 2023 3:48 PM

To: Laura Nordstrom <lnor@co.ulster.ny.us>

Subject: Re: Drinking water

[EXTERNAL SENDER]

I will assure there is more tank of water availability if needed by contacting

Turco

Sent from my iPhone

On Dec 26, 2023, at 3:45 PM, Laura Nordstrom
<lnor@co.ulster.ny.us> wrote:

Hi Scott,

Please ensure the customers receive an update today after the media is installed and the filters are confirmed online. Should this not occur today, please notice the customers this evening regardless notifying them of the expectations for installation and testing.

Included should be a note reminding them of the tanker availability.

I will have my cell available later to check in, please text updates if needed.

Thank you,

Laura Nordstrom

Director of Research and Operational Programs

Office of the Ulster County Executive

244 Fair Street | Kingston, NY 12401

Office: (845) 340-3800

From: Scott Michaels <safewatersystems@yahoo.com>

Sent: Tuesday, December 26, 2023 3:40 PM

To: Laura Nordstrom <lnor@co.ulster.ny.us>

Subject: Re: Drinking water

[EXTERNAL SENDER]

The filters are to be back online today

According to Mr. Fuller and the people doing the service on the units

When I questioned the technician as to when to sample, he suggested I wait till the second day of service which should be Thursday if service is completed today. We will expedite with the lab.

There appears to be very little demand at the tank. I do not believe it will need to be refilled.

Unfortunately, I really do not have a timeline

Sent from my iPhone

On Dec 26, 2023, at 2:05 PM, Laura Nordstrom
<lnor@co.ulster.ny.us> wrote:

Thank you for the update, Scott.

1. Installation of media will be completed when?
2. Anticipated lab results to be received when?
 - a. DOH recommends expediting this process to limit the need for tanker.
3. To ensure uninterrupted potable water, do you have the tanker appropriately scheduled for replacement with Turco Bros?
4. Have you updated the customers/
please send a timeline update related to the above to the customers.

Look forward to the follow up,

Best regards,

Laura Nordstrom
Director of Research and Operational
Programs
Office of the Ulster County Executive
244 Fair Street | Kingston, NY 12401
Office: (845) 340-3800

From: Scott Michaels
<safewatersystems@yahoo.com>
Sent: Tuesday, December 26, 2023 2:01 PM
To: Laura Nordstrom <lnor@co.ulster.ny.us>
Cc: Scott Michaels <hvwemail@yahoo.com>;
Paige Sheeley <pshe@co.ulster.ny.us>; Jeff
Fuller <jmf1294@yahoo.com>; Johanna
Contreras <jcon@co.ulster.ny.us>; exec
<exec@co.ulster.ny.us>; Timothy B. Rose
<tiro@co.ulster.ny.us>; Scott Benson
<scott.benson@co.ulster.ny.us>
Subject: Re: Drinking water

[EXTERNAL SENDER]

Service technician is due today. The media is on site Tanker continues to be available. The ruptured well line to the reservoir has been repaired and the Reservoir is almost half full.

Sent from my iPhone

On Dec 26, 2023, at 9:12 AM,
Laura Nordstrom
<lnor@co.ulster.ny.us> wrote:

Good morning, Scott,
I want to check in this
morning on the status of the
media.

Thank you,

Laura Nordstrom
Director of Research and
Operational Programs
Office of the Ulster County
Executive
244 Fair Street | Kingston, NY
12401
Office: (845) 340-3800

From: Scott Michaels
<hvwemail@yahoo.com>
Sent: Saturday, December 23,
2023 4:28 PM
To:
safewatersystems@yahoo.com
<safewatersystems@yahoo.com>;
Paige Sheeley
<pshe@co.ulster.ny.us>; Jeff
Fuller <jmf1294@yahoo.com>;
Laura Nordstrom
<lnor@co.ulster.ny.us>; Johanna
Contreras <jcon@co.ulster.ny.us>;
exec <exec@co.ulster.ny.us>
Subject: Drinking water

[EXTERNAL SENDER]

HVWC #5

Drinking water is available at the
"Turco" tanker parked along
Beechford Drive

Bring your own containers and help
yourself.

Please be considerate of your
neighbors.

Thank you for your patience

Sent from [Mail](#) for Windows



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From: [jeffrey fuller](#)
To: [Chakraborti, Mohua \(DPS\)](#); [Coryer, Charles \(DPS\)](#); [Gonyea, Joshua \(DPS\)](#); [Marsh, Timothy \(DPS\)](#)
Subject: Fw: Drinking water 24-W-0105
Date: Wednesday, April 17, 2024 4:02:59 PM

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----- Forwarded Message -----

From: jeffrey fuller <jmf1294@yahoo.com>
To: Scott Michaels <safewatersystems@yahoo.com>; Laura Nordstrom <lnor@co.ulster.ny.us>
Cc: Timothy B. Rose <tiro@co.ulster.ny.us>; Scott Benson <scott.benson@co.ulster.ny.us>; Johanna Contreras <jcon@co.ulster.ny.us>
Sent: Thursday, December 28, 2023 at 04:00:22 PM EST
Subject: Re: Drinking water

my email was to give you as accurate and specific information as possible. As of now samples will go to lab on tues and we will try to expedite with them That is as timely and accurate as is possible now

On Thursday, December 28, 2023 at 03:14:03 PM EST, Laura Nordstrom <lnor@co.ulster.ny.us> wrote:

Let me clarify - You should provide a more accurate timeframe as to when it will all be done rather than piecemeal filter installation updates is my point. They've received a few updates which now conflict so that would improve the level of information.

Thank you,

Laura Nordstrom
Director of Research and Operational Programs
Office of the Ulster County Executive
244 Fair Street | Kingston, NY 12401
Office: (845) 340-3800

From: jeffrey fuller <jmf1294@yahoo.com>
Sent: Thursday, December 28, 2023 3:03 PM

To: Scott Michaels <safewatersystems@yahoo.com>; Laura Nordstrom <lnor@co.ulster.ny.us>
Cc: Timothy B. Rose <tiro@co.ulster.ny.us>; Scott Benson <scott.benson@co.ulster.ny.us>; Johanna Contreras <jcon@co.ulster.ny.us>
Subject: Re: Drinking water

[EXTERNAL SENDER]

We cannot confirm the exact time for completion now. It is in work and depends on how fast the work goes. Sample to be taken Tues and expedited as much as possible. Tanker will remain

On Thursday, December 28, 2023 at 02:58:53 PM EST, Laura Nordstrom <lnor@co.ulster.ny.us> wrote:

Good afternoon,

Please confirm an email and written notice is sent to the customers and contains the following information:

1. Expected date/time **ALL** work will be completed.
2. After work is complete, indicate when the sample will be taken and dropped to the lab - DOH notes the holiday may alter the schedule for drop off and require you to hold until Tuesday. DOH confirmed expedited results will take 7-10 days.
3. Reiterate the tanker will remain available until results are received.

Thank you,

Laura Nordstrom

Director of Research and Operational Programs

Office of the Ulster County Executive

244 Fair Street | Kingston, NY 12401

Office: (845) 340-3800

From: jeffrey fuller <jmf1294@yahoo.com>

Sent: Thursday, December 28, 2023 1:39 PM

To: Scott Michaels <safewatersystems@yahoo.com>; Laura Nordstrom <lnor@co.ulster.ny.us>

Cc: Timothy B. Rose <tiro@co.ulster.ny.us>; Scott Benson <scott.benson@co.ulster.ny.us>; Johanna Contreras <jcon@co.ulster.ny.us>

Subject: Re: Drinking water

[EXTERNAL SENDER]

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He also expects to complete work on the second filter by late tomorrow or maybe Saturday morning

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Office of the Ulster County Executive
244 Fair Street | Kingston, NY 12401
Office: (845) 340-3800

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Cc: Timothy B. Rose <tiro@co.ulster.ny.us>; Scott Benson <scott.benson@co.ulster.ny.us>; Johanna Contreras <jcon@co.ulster.ny.us>
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Office of the Ulster County Executive
244 Fair Street | Kingston, NY 12401
Office: (845) 340-3800

From: Scott Michaels <safewatersystems@yahoo.com>

Sent: Tuesday, December 26, 2023 3:48 PM

To: Laura Nordstrom <lnor@co.ulster.ny.us>

Subject: Re: Drinking water

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Director of Research and Operational Programs
Office of the Ulster County Executive
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From: Scott Michaels <safewatersystems@yahoo.com>
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Unfortunately, I really do not have a timeline

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Cc: Scott Michaels <hvwemail@yahoo.com>;
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Fuller <jmf1294@yahoo.com>; Johanna
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<tiro@co.ulster.ny.us>; Scott Benson
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Subject: Re: Drinking water

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<safewatersystems@yahoo.com>;
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<pshe@co.ulster.ny.us>; Jeff
Fuller <jmf1294@yahoo.com>;
Laura Nordstrom
<lnor@co.ulster.ny.us>; Johanna
Contreras <jcon@co.ulster.ny.us>;
exec <exec@co.ulster.ny.us>
Subject: Drinking water

[EXTERNAL SENDER]

HVWC #5

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Beechford Drive

Bring your own containers and help
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Please be considerate f your
neighbors.

Thank you for your patience

Sent from [Mail](#) for Windows



Virus-free www.avg.com

From: [jeffrey fuller](#)
To: [Chakraborti, Mohua \(DPS\)](#); [Coryer, Charles \(DPS\)](#); [Gonyea, Joshua \(DPS\)](#); [Marsh, Timothy \(DPS\)](#)
Subject: Fw: water servicing 24-W-0105
Date: Wednesday, April 17, 2024 4:03:28 PM

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1. a,b

----- Forwarded Message -----

From: Scott Michaels <hvwcemail@yahoo.com>
To: safewatersystems@yahoo.com <safewatersystems@yahoo.com>
Cc: Laura Bell <lbel@co.ulster.ny.us>; Timothy B. Rose <tiro@co.ulster.ny.us>; Laura Nordstrom <lnor@co.ulster.ny.us>; Paige Sheeley <pshe@co.ulster.ny.us>; Jeff Fuller <jmf1294@yahoo.com>
Sent: Thursday, December 28, 2023 at 06:51:43 PM EST
Subject: water servicing

12/28/23

HVWC #5 Customers:

Based on information we have been given with regards to the current timeline for the servicing of the system, we anticipate servicing to be completed before the next available opportunity to sample, Tuesday, January 2 (The lab is closed on the weekends and on Monday for the holiday).

We have requested expedition of the sample once received by the lab and expect results in 7-10 business days. Once we have received results indicating the water is safe to drink, you will be notified.

Please remember that there is a tanker parked on Beechford Drive that will continue to be available to you until we are safely back online.

Sent from [Mail](#) for Windows



Virus-free www.avg.com

From: [jeffrey fuller](#)
To: [Chakraborti, Mohua \(DPS\)](#); [Coryer, Charles \(DPS\)](#); [Gonyea, Joshua \(DPS\)](#); [Marsh, Timothy \(DPS\)](#)
Subject: Fw: water servicing 24-W-0105
Date: Wednesday, April 17, 2024 4:04:05 PM

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1. a,b

----- Forwarded Message -----

From: jeffrey fuller <jmf1294@yahoo.com>
To: Avi Abel <avijabel@gmail.com>
Sent: Thursday, January 4, 2024 at 04:56:09 PM EST
Subject: Re: water servicing

the test results will be distributed to all residents at the same time, as soon as the lab gets them to us.

This has nothing to do with your connection

On Thursday, January 4, 2024 at 04:54:23 PM EST, Avi Abel <avijabel@gmail.com> wrote:

How long does it take to get the results? Once you have the results and it is determined that the leak is not coming from the new connection you can let me know so I can coordinate for Scott to do his visual inspection. He is not to go back on to my property until I get the results and his visit is coordinated with me first.

Kind regards,

Avi

From: jeffrey fuller <jmf1294@yahoo.com>
Sent: Thursday, January 4, 2024 4:46 PM
To: Avi Abel <avijabel@gmail.com>
Subject: Re: water servicing

our work is done and we are just waiting for lab test results. First thing we can do is for Scott just to go to the

connection to make sure it is ok, in accordance with PSC tariff. This can then be filled in

We can also do the meters after that

On Wednesday, January 3, 2024 at 08:54:46 PM EST, Avi Abel <avijabel@gmail.com> wrote:

Please conduct your test and once you have the results I will schedule a time with Scott when I am there to inspect the connection and to take possession of the meters. I do not want Scott or anyone else in my property without me being there.

Regards,
Avi Abel

On Wed, Jan 3, 2024, 1:18 PM jeffrey fuller <jmf1294@yahoo.com> wrote:

just as 1 point, no one could be sick from the water since the problem was not anything that could cause it. It is just that the extensive special filter media needed to be changed.

Anyway, that valve is a good idea for many reasons. Please leave it open so Scott can observe it,

tomorrow if good for you. He also can have the meters and go over where they should be

placed. Both of these are specified by the PSC in their regulations and specified in our

tariff, which they determine.

We are glad that we can work together to solve this problem

On Wednesday, January 3, 2024 at 08:58:14 AM EST, Avi Abel <avijabel@gmail.com> wrote:

Please note that after still not having water at our residence and learning that several of my neighbors became sick due to your inadequate communications (not everyone is receiving your emails), I instructed my contractor to install a shut off valve where the connection to the new house was made. This is where the grade of the land changes from sloping down north to west. The water has been turned off. Please conduct your tests and let me know if there is still any water loss on your system. If nothing else, this will prove whether the leak next to 16B could potentially be coming from my property or not.

Furthermore, let me know when we can receive the water meters to my house that you are refusing to provide me with.

Please kindly email me with any questions about the above as this is the only way I will communicate.

Avi



Virus-free www.avast.com

From: [jeffrey fuller](#)
To: [Chakraborti, Mohua \(DPS\)](#); [Coryer, Charles \(DPS\)](#); [Gonyea, Joshua \(DPS\)](#); [Marsh, Timothy \(DPS\)](#)
Subject: Fw: water servicing 24-W-0105
Date: Wednesday, April 17, 2024 4:04:25 PM

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1. a,b

----- Forwarded Message -----

From: jeffrey fuller <jmf1294@yahoo.com>
To: Avi Abel <avijabel@gmail.com>
Sent: Friday, January 5, 2024 at 10:29:40 AM EST
Subject: Re: water servicing

the water test is NOT for water loss. It is to verify the water after the filter change. That is what I was trying to tell you.

We need to look at the connection as a matter of PSC protocol and to verify there is no leak

On Friday, January 5, 2024 at 10:14:29 AM EST, Avi Abel <avijabel@gmail.com> wrote:

When will you have the results of your test on water loss?

Kind regards,

Avi

From: jeffrey fuller <jmf1294@yahoo.com>
Sent: Friday, January 5, 2024 9:48 AM
To: Avi Abel <avijabel@gmail.com>
Subject: Re: water servicing

I am not insulting you at all. Don't be so defensive. There are 2 separate issues. We just need to physically look at the connection. This is simple and in accordance with the PSC tariff

On Thursday, January 4, 2024 at 06:52:16 PM EST, Avi Abel <avijabel@gmail.com> wrote:

I understand just fine. Don't insult me.

You can let me know if you see any decrease in water loss or not now that I paid to have a shut off valve installed and turned off the water.

Simple question, when will you know? It's been off for 48 hours already.

You tend to not answer my simple questions.

Kind regards,

Avi

From: jmf1294 <jmf1294@yahoo.com>
Sent: Thursday, January 4, 2024 5:13 PM
To: Avi Abel <avijabel@gmail.com>
Subject: RE: water servicing

Clearly you do not understand anything about what is happening. Your connection is a totally separate issue. Nothing to do with water being potable or not

Sent from my T-Mobile 4G LTE Device

----- Original message -----

From: Avi Abel <avijabel@gmail.com>
Date: 1/4/24 4:59 PM (GMT-05:00)
To: 'jeffrey fuller' <jmf1294@yahoo.com>
Subject: RE: water servicing

When will you know if there is less water loss or not because the water was turned off on my property?

I don't appreciate Scott telling my neighbors that this is my problem and I'm the reason no one has potable water on my block.

If you can't prove it don't say anything! This test is so I can tell my neighbors this is your problem and not

mine.

When do I see those results?

Kind regards,

Avi

From: jeffrey fuller <jmf1294@yahoo.com>
Sent: Thursday, January 4, 2024 4:56 PM
To: Avi Abel <avijabel@gmail.com>
Subject: Re: water servicing

the test results will be distributed to all residents at the same time, as soon as the lab gets them to us.

This has nothing to do with your connection

On Thursday, January 4, 2024 at 04:54:23 PM EST, Avi Abel <avijabel@gmail.com> wrote:

How long does it take to get the results? Once you have the results and it is determined that the leak is not coming from the new connection you can let me know so I can coordinate for Scott to do his visual inspection. He is not to go back on to my property until I get the results and his visit is coordinated with me first.

Kind regards,

Avi

From: jeffrey fuller <jmf1294@yahoo.com>
Sent: Thursday, January 4, 2024 4:46 PM
To: Avi Abel <avijabel@gmail.com>
Subject: Re: water servicing

our work is done and we are just waiting for lab test results. First thing we can do is for Scott just to go to the

connection to make sure it is ok, in accordance with PSC tariff. This can then be filled in

We can also do the meters after that

On Wednesday, January 3, 2024 at 08:54:46 PM EST, Avi Abel <avijabel@gmail.com> wrote:

Please conduct your test and once you have the results I will schedule a time with Scott when I am there to inspect the connection and to take possession of the meters. I do not want Scott or anyone else in my property without me being there.

Regards,
Avi Abel

On Wed, Jan 3, 2024, 1:18 PM jeffrey fuller <jmf1294@yahoo.com> wrote:

just as 1 point, no one could be sick from the water since the problem was not anything that could cause it. It is just that the extensive special filter media needed to be changed.

Anyway, that valve is a good idea for many reasons. Please leave it open so Scott can observe it,

tomorrow if good for you. He also can have the meters and go over where they should be

placed. Both of these are specified by the PSC in their regulations and specified in our

tariff, which they determine.

We are glad that we can work together to solve this problem

On Wednesday, January 3, 2024 at 08:58:14 AM EST, Avi Abel <avijabel@gmail.com> wrote:

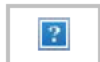
Please note that after still not having water at our residence and learning that several of my neighbors

became sick due to your inadequate communications (not everyone is receiving your emails), I instructed my contractor to install a shut off valve where the connection to the new house was made. This is where the grade of the land changes from sloping down north to west. The water has been turned off. Please conduct your tests and let me know if there is still any water loss on your system. If nothing else, this will prove whether the leak next to 16B could potentially be coming from my property or not.

Furthermore, let me know when we can receive the water meters to my house that you are refusing to provide me with.

Please kindly email me with any questions about the above as this is the only way I will communicate.

Avi



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From: [jeffrey fuller](#)
To: [Chakraborti, Mohua \(DPS\)](#); [Coryer, Charles \(DPS\)](#); [Gonyea, Joshua \(DPS\)](#); [Marsh, Timothy \(DPS\)](#)
Subject: Fw: high falls water 24-W-0105
Date: Wednesday, April 17, 2024 4:04:50 PM

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1. a,b

----- Forwarded Message -----

From: jeffrey fuller <jmf1294@yahoo.com>
To: supervisor@townofrosendale.com <supervisor@townofrosendale.com>
Sent: Tuesday, March 5, 2024 at 11:16:07 AM EST
Subject: high falls water

there is a water outage in high falls park. Our technician is aware and will be there as soon as possible, but we have no way of notifying our customers, as we usually use Facebook page and Facebook is out, worldwide. Could you possibly send out an alert and post on the town web page. Thank you

Hudson Valley Water Co



Virus-free www.avg.com

From: [jeffrey fuller](#)
To: [Chakraborti, Mohua \(DPS\)](#); [Coryer, Charles \(DPS\)](#); [Gonyea, Joshua \(DPS\)](#); [Marsh, Timothy \(DPS\)](#)
Subject: Fw: high falls water 24-W-0105
Date: Wednesday, April 17, 2024 4:05:15 PM

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----- Forwarded Message -----

From: jeffrey fuller <jmf1294@yahoo.com>
To: Supervisor <supervisor@townofrosendale.com>
Sent: Tuesday, March 5, 2024 at 01:09:34 PM EST
Subject: Re: high falls water

thank you for your help. Problem is resolved

On Tuesday, March 5, 2024 at 11:20:23 AM EST, Supervisor <supervisor@townofrosendale.com> wrote:

Yes, we can!

Thank you for letting us know!

Jeanne L Walsh
Rosendale Supervisor
1915 Lucas Ave Cottekill NY 12419
845 658 3159 ext.3

From: jeffrey fuller <jmf1294@yahoo.com>
Sent: Tuesday, March 5, 2024 11:16 AM
To: Supervisor <supervisor@townofrosendale.com>
Subject: high falls water

there is a water outage in high falls park. Our technician is aware and will be there as soon as possible, but we have no way of notifying our customers, as we usually use Facebook page and Facebook is out, worldwide. Could you possibly send out an alert and post on the town web page. Thank you

Hudson Valley Water Co



Virus-free www.avg.com

From: [jeffrey fuller](#)
To: [Chakraborti, Mohua \(DPS\)](#); [Coryer, Charles \(DPS\)](#); [Gonyea, Joshua \(DPS\)](#); [Marsh, Timothy \(DPS\)](#)
Subject: Fw: High Falls Water 24-W-0105
Date: Wednesday, April 17, 2024 4:05:46 PM

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1. a,b

----- Forwarded Message -----

From: Town Clerk <townclerk@townofrosendale.com>
To: jmf1294@yahoo.com <jmf1294@yahoo.com>
Sent: Wednesday, March 6, 2024 at 11:55:12 AM EST
Subject: High Falls Water

Hello:

I am wondering if the Town is still keeping an Emergency Alert for High Falls Water. Right now we have an Alert letting them know of High Falls Water Outage. Do we have an update of information on this matter?

Thanks

Mandy Donald
Town Clerk
Town of Rosendale
www.townofrosendale.com

Christine Harrison
Deputy Town Clerk
Town of Rosendale
www.townofrosendale.com

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From: [jeffrey fuller](#)
To: [Chakraborti, Mohua \(DPS\)](#); [Coryer, Charles \(DPS\)](#); [Gonyea, Joshua \(DPS\)](#); [Marsh, Timothy \(DPS\)](#)
Subject: Fw: High Falls Water 24-W-0105
Date: Wednesday, April 17, 2024 4:06:11 PM

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1. a,b

----- Forwarded Message -----

From: jmf1294 <jmf1294@yahoo.com>
To: Town Clerk <townclerk@townofrosendale.com>
Sent: Wednesday, March 6, 2024 at 12:39:20 PM EST
Subject: RE: High Falls Water

yes. service was restored yesterday at around 1:00.

i didnt realize that you still had it on alert, i would have advised then. thank you for your help

Sent from my T-Mobile 4G LTE Device

----- Original message -----

From: Town Clerk <townclerk@townofrosendale.com>
Date: 3/6/24 11:55 AM (GMT-05:00)
To: jmf1294@yahoo.com
Subject: High Falls Water

Hello:

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Mandy Donald
Town Clerk
Town of Rosendale
www.townofrosendale.com

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From: [jeffrey fuller](#)
To: [Chakraborti, Mohua \(DPS\)](#); [Coryer, Charles \(DPS\)](#); [Gonyea, Joshua \(DPS\)](#); [Marsh, Timothy \(DPS\)](#)
Subject: Fw: High Falls Water 24-W-0105
Date: Wednesday, April 17, 2024 4:06:32 PM

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1. a,b

----- Forwarded Message -----

From: Town Clerk <townclerk@townofrosendale.com>
To: jmf1294 <jmf1294@yahoo.com>
Sent: Wednesday, March 6, 2024 at 01:24:11 PM EST
Subject: Re: High Falls Water

No worries Jeff what is your phone number again should I need to quickly contact you?
If you need us in Town Clerks Office you can dial the main number ext 2 should you need us to post anything quickly for you.

From: jmf1294 <jmf1294@yahoo.com>
Sent: Wednesday, March 6, 2024 1:19 PM
To: Town Clerk <townclerk@townofrosendale.com>
Subject: Re: High Falls Water

ok, i apologize and thank you again for your help

Sent from my T-Mobile 4G LTE Device

----- Original message -----

From: Town Clerk <townclerk@townofrosendale.com>
Date: 3/6/24 1:11 PM (GMT-05:00)
To: jmf1294 <jmf1294@yahoo.com>
Subject: Re: High Falls Water

Yeah still on the alert, we don't pull the alerts down unless we are notified so you know.

From: jmf1294 <jmf1294@yahoo.com>
Sent: Wednesday, March 6, 2024 12:39 PM
To: Town Clerk <townclerk@townofrosendale.com>
Subject: RE: High Falls Water

yes. service was restored yesterday at around 1:00.

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Thanks

Mandy Donald
Town Clerk
Town of Rosendale
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From: [jeffrey fuller](#)
To: [Chakraborti, Mohua \(DPS\)](#); [Coryer, Charles \(DPS\)](#); [Gonyea, Joshua \(DPS\)](#); [Marsh, Timothy \(DPS\)](#)
Subject: status update
Date: Wednesday, April 17, 2024 4:13:26 PM

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Factors that should be considered, As of today, the inside of the storage reservoir at #5, boiceville has been completely cleaned so as to further insure the water quality.

Further, we are in the process of making arrangements with a highly experienced person to put together a plan to upgrade facilities at all systems



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**STAFF OF THE DEPARTMENT OF PUBLIC SERVICE
INTERROGATORY/DOCUMENT REQUEST**

Case 25-W-0328

Minor Rate Filing of Hudson Valley Water Companies, Inc.

Request No.:	DPS-01
Requested By:	Mohua Chakraborti
Information Requested of:	Hudson Valley Water Companies, Inc.
Date of Request:	September 12, 2025
Response Due Date:	September 22, 2025
Date of Response:	
Name & Position of Respondent:	
Subject:	Customer Service Logs

NOTE: In all interrogatories, any requests for workpapers, supporting documentation or calculations shall be construed as requesting such materials in MS Excel or other computer spreadsheet models in original electronic format with all formulae intact and unlocked.

Per the Commission’s Order Approving Rate Increase with Modifications, under Case 22-W-0357 and issued on May 19, 2023, the Commission directed the Company in Ordering Clause No. 8 as follows:

“Hudson Valley Water Companies, Inc. is directed to file detailed customer service, service outage, estimated bills, and meter reading logs as well as supporting documentation for such logs, as discussed in the body of this Order, with the Secretary to the Commission on January 31, 2024, and annually on January 31 thereafter in this case and Case 20-W-0477.”

1. Provide where the Company has filed these compliance filings for 2024 and 2025.
2. Provide copies of the correspondence (emails/letter/etc.) to the Secretary to the Commission submitting said compliance filings.

RESPONSE

The Company believes that it has submitted all the above information as directed but we cannot locate the submittals. However, all the required information is continuously monitored and recorded by the Company. Attached to this email are the detailed records of all the required information-customer service, outage, estimated bills and meter reading information:

Case 24-W-XXXX
Minor Rate Filing of [Company Name]

Staff of the Department of Public Service
Interrogatory/Document Request

Hudson Valley Water Co Water Co
REC 30

Bills adjusted after obtaining accurate meter readings- 1/1-12/31/24

Qtr 1	13
Qtr 2	11
Qtr 3	11
Qtr 4	9
	<hr/>
Total	44

Hudson Valley Water Co Water Co
REC 13

Quarterly billing information-2024

	Total bills issued	Co. read	Customer read	Estimate
Qtr 1	431	1	168	262
Qtr 2	431	1	169	261
Qtr 3	431	1	165	265
Qtr 4	431	1	187	243

Outage date	Location	Hours	Cause	Notification	Resolution
10/15/20	Mt Marion	8:30-9:30	Loss of 1 of 3 phase power at pumphouse	Fire Dept and posted on their web page	Called Central Hudson. They were there very quickly and service restored in a short time
11/09/20	Mt Marion	7:30-10:30	power surge shorted out starter switch	Fire Dept, posted on their website, Town broadcast notification	System Operator reset switch at pumphouse
11/24	Boiceville	8:30-10:30	severe windstorm. Tree fell on power line, took down pole, wires, & pipe at meter.	all residents by hand	Replaced pole and repaired all connections. Power restored by Central Hudson
12/04	West Hurley	short times over 4 hours in morning	leak on customer service line	all residents by hand	customer valve shut off for him to do repair
12/25	West Hurley	8:00am-2 pm	power outage	all residents by hand	Central Hudson restored power
01/05/21	West Hurley	10:30-12:30	power outage-scheduled	all residents by hand	Central Hudson upgrading service lines
03/03/21	High Falls	1:30-5:30pm	power outage	Facebook	power restored
04/23/21	West Hurley	7am-2 pm	leak in connection to curb box	emails, hand delivered	leak fixed
12/21-23/21	West Hurley	various short times	2 leaks- detection and repairs	emails, hand delivered	leaks fixed
12/08/20	Boiceville		water main leak	emails, hand delivered	leak fixed
10/01/22	W Hurley	4 9:45-1:00	cracked pipe-pumphouse	emails, hand delivered	pipe fixed
12/22/22	W hurly #4 Boiceville #5	overnight overnight	major leak in Condo service line leak in service line to Held	located leak 6 am, fri, shut off condo valve, svc restored svc restored fri a.m.	line repaired
07/24/23	Mt Marion	8-9 am	low pressure	leaking pipe connection at pumphouse	repaired
09/08/23	High Falls	9/8 7:00 am-9/9 3:45 PM	Central Hudson outage	damage due to thunderstorm/tree falling on power lines	repaired
12/17	High Falls	7:00 pm-7:00 am	Central Hudson power cut	called them Sunday nt, they responded within 2 hours	
12/21	High Falls	10:00 pm-12:00pm	pumps lost prime	brought in 2 trucks water, well filled, pump started	
01/09/24	W Hurley	4 10 am-1 pm	scheduled replacement of main distribution meter	emails, hand delivered	work completed
03/05	High Falls	10 am-12:45 pm	sump pump out-flooded	replaced pump, pumped out water	started system
07/07/24	West Hurley	2 hours	replace line at main meter		

05/17/24	Boiceville #5 overnight	leak in service line to Held	on in morning	emails and hand delivered notice
06/18/24	W Hurley 4	repair leak by pumphouse	service off for short periods of time during day	emails and hand delivered notice
06/21/24	W Hurley 4	look for leak in 3 section	10 pm-5 am	emails and hand delivered notice
06/23/24	"	" "	"	" "

date	customer	method	service req	inquiry/complaint	resolution	pending	svc request	rdg and bill changed	partial pay
10/14/20		phone		water svce off-no notice	spoke, put on email list				
		"		underbilled. !!!!	got rdg and adjusted bill			X	
		"		any late fees charged?	spoke-no fees				
		"		rdg different from bill-came in late	spoke-adjust bill to min			X	
		"		"	"			X	
10/15		mail		doesn't live there anymore-bank	contacted bank, got information				
		"		"thank you for your patience-will pay bal.					
		"		do you accept any other form of payment?	we have asked staff of PSC re: cr cards				
		"		complaint-recent outage due to repair					
		phone		received 2 bills-has no meter	spoke-only 1 sent, operator contacted customer and he does have a meter				
		phone		check sent in 10/10					
		"	x	customer will want water shut off for winter	spoke and told him to contact operator when ready				
		"		asking whether she got a credit that was due	gave him phone # spoke-got it				
		"		gave correct rdg	adjusted bill			X	
		mail		sent in correct rdg-751550	adjusted bill			X	
10/16		l svce		send them bill for 9 south, mm					
		"		cust sorry for late payment					
		phone		gave correct rdg	spoke-bill adjusted			X	
		"		gave correct rdg	spoke-bill adjusted			X	
		"		gave correct rdg	spoke-bill adjusted			X	
		"		cust-thank you for getting water on so fast after recent brief outage					
10/17		"		beginning rdg wrong on bill	spoke-corrected rdg			X	
		mail		rdgs wrong on bill	spoke corrected rdgs-resolved for going forward			X	
10/18		phone		she didn't get a bill-ulster cty stopped paying	spoke-got rdg. she will send				
10/20		phone		bill amount-\$1.44 ??	spoke-she actually has a small credit bal.				
		"		bill-called in rdg?	spoke-after bills sent out. bill adjusted to rdg			X	
					change mailing address				
10/21		phone		Company called him for proper mail addr	spoke-got address				
		phone		She sent ck for \$300-did we get it?	spoke-we g				
		mail		change mailing address	done				
		"		sent correct rdg	accounted adjusted			X	
		"		deducted \$2.14 for bottled water	not valid				
		"		why is bill higher now?					
11/03		phone		did we get her rdg	yes. gave a credit				
		"		new . explain bill	went over everything				
		"		sold house-needs final bill	sent-email				
		"		just bought house	left msg				
		"		called in rdg, to go over acct.	spoke, went over acct, sent statement email				
11/04		"		called with rdg	spoke, told her she has a credit				
		email		sent in reading	emailed back-bill adjusted			X	
		phone		msg-question on bill	spoke-she said she figured it out- is ok				
11/05		mail		sent in rdg with payment	issued credit tiwards next bill as requested			X	
11/09		"		question on bill	ok				
11/11		phone		question, she just moved in	spoke, went over bill-ok				
		email		thank you for new corrosion control system					
		"		thank you for new corrosion control system					
11/12		phone		can pay bill 11/24	OK				
11/13		"		can he pay over the phone	spoke-OK				
11/16		mail		sve discontinued-put in well	OK				
		mail		had called in rdg prior	had issued credit				
11/17		phone		go over bill can he pay by card	spoke-OK, sending				
		phone		selling, close 11/19	spoke, got all info, sent final bill got thank you email				
11/19		phone		leaky meter	gave service # and notified operator they spoke-ok for now			X	

11/20	phone mail	was supposed to get credit to acct had sent rdg, received late	spoke- told [REDACTED] she got the credit-owes nothing had corrected amount due			X
11/23	phone phone phone phone phone phone phone	question on bill new tenant-question on bill bill pd, did we receive ck? had sent in a reading-was account adjusted sending ck today question on bill did we receive his ck question on bill	ok spoke-everything ok spoke, received ck for 1 house, not the other-still open left msg-yes, adjusted ok spoke-ok sending msg-we did receive it spoke-sent a copy-ok emailed to him			
11/24	phone "	wanted copy of last bill asked to do partial pay wants 3 yr bill statement	spoke, will pay 125 now, bal in 2 wks spoke, all ok, emailed the 3 yr statement			X
11/25	" " " " "	meter stopped sending payment this week sent in rdg asked if tenant paid the water bill	spoke. having operator go there to check mtr. bill adjusted to min ok bill was adjusted-spoke-ok spoke, renter hasnt paid, emailed bill copy	X	X	
12/03	"	bent pipe(curb box) question on testing partial payment sent-2 cks	spoke-will have it check emailed copy of 2019 c #NAME? spoke-ok, will hold cks until as dated	X		
12/14	"	hold second ck until 12/18 needs balance due	ok spoke-sending			
12/23	mail	water cloud y	Went to house-spoke to husband. everything ok	X		
12/27	phone	sending check-200	ok			
12/28	"	customer moving into house	ok			
01/10/21	" " " " "	question on bill called in rdg called in rdgs problem with booster pump to house	spoke-bill adjusted spoke bill adjusted spoke bill adjusted spoke, sent mecabe to inspect, all ok			X X X
01/11	"	can they pay on phone?	spoke-no, cant	X		
01/12	" " "	question re-charge on bill called in rdg called in rdgs	spoke-bill adjusted spoke-bill adjusted spoke bill adjusted			X X
01/13	"	charge on bill	spoke-charge belonged to #43			
01/14	" " " " " "	called in rdgs called in rdgs called in rdgs called in rdg meter broken	spoke-bill adjusted spoke-bill adjusted spoke-bill adjusted spoke-bill adjusted spoke-already knew, will be replaced			X X X X
01/16	"	question on bill	spoke-bill adjusted	X		
01/18	email	called-got readings	spoke-bills adjusted			X
01/20	mail	sent reading	bill adjusted			X
01/21	mail phone "	sent reading needs bill amt and address low pressure	bill adjusted gave [REDACTED] info checked, everything ok			X
01/22	email	gave reading	bill adjusted	X		X
01/23	phone	question on bill	bill adjusted took off fin. chg			
01/25	mail phone phone phone phone phone phone	pd final bill-has well now called in rdg sold, closed 1/21 can he pay by card owes large amt. acct balance?? review acct	ok changed acct spoke-[REDACTED] is sending ck spokesending half now will send today spoke-calculated bal. sending today			X
01/26	phone	calculation of acct balance	spoke-emailed statement of account. balance correct			
01/29	mail	sending check				
01/30	phone	sending check				
02/02	phone	change mailing address	done			
02/03	phone	leaking meter	[REDACTED] there to check-new mtr installed	X		
02/06	mail	sent reading	bill adjusted			X
	mail	change mailing address	done			

	mail	change mail address	done	
	mail	sent in rdg		
02/08	phone	gave reading	bill adjusted-	X
	mail	sent rdg	bill adjusted-	X
02/09	phone	gave rdg	bill adjusted-	X
02/11	phone	gave rdg	bill adjusted-	X
02/18	phone	sent wrong check by mistake	spoke, sent back the check	
	phone	selling house, close 2/19	sent final bill	
	phone	sending ck today		
	phone	house sold	turn water back on	X
02/19	phone	check sent		
	phone	change mailing address	spoke-done	
02/22	phone	needs balance owed	spoke. [REDACTED] is sending cl , got rdg, bill adjusted	X
02/23	phone	sending ck today	spoke. ok	
	phone	house sold	sent final bill	
	phone	sending ck. add tenant name	spoke. done	
02/25	phone	tenant out. sending ck	spoke, made change	
	phone	duplicate bill recd	spoke, made change	
	email	low pressure at their divider	having plumber check to make a valve adjustment	X
	phone	gave rdg	spoke, bill seems ok	
	phone	house selling,close 2/26	got rdg and sent final bill	
02/26	phone	sending ck 03/13		
	phone	sending ck		
03/01	text/phone	house selling, close fri	got reading, sent final bill	X
	phone	check sent	spoke- not recd yet	
03/03	phone	water outage	explained central hudson power loss	
	phone	"	"	
	phone	wants to pay bill	spoke, explained send a check only	
	phone	needs address to send payment	spoke-gave address	
	phone	sent ck to wrong address. sending again		
	phone	sent ck today		
	phone	booster pump still running all the time	having it checked changed check valve	X
03/04	phone	sending ck friday		
03/10	phone	was renting, buying 11 plattekill, gave reading	ok	
03/12	"	sending check for \$600		
03/15	"	sending check for \$600		
03/17	"	needs balance due-gave reading		X
03/18	"	check sent, balance to follow		
03/22	"	sending check		
	"	"		
	"	"		
03/23	"	check sent, balance to follow		
	"	found mtr reading card in her yard		
03/26	email	was her bill paid?		
03/27	"	tenant moving, sent meter rdg		
03/29	phone	customers calling in rdgs-see readings files		
04/02	"	house closing 4/6, gave reading	sent final bill	
04/04	"	leaking meter	changed	X
04/10	"	did tenants pay?-house being sold-close 4/29?		
04/12	"	house buying house-close 4/19	asked him to get meter rdg	
04/13	"	curb box pipe repair needs to be completed	spoke to [REDACTED] will do in 1 wk	X
	"	how much do they owe?		
04/14	"	questioned charge on bill	discussed, charge ok, reduced amt.	
	"	questioned arrearage	went over the account. advised him to contact PSC	
04/15	"	how can he find his service line?	discussed, (we will try to find-not urg)	X
04/19	"	will send check		
	"	"		
04/20	"	called in reading	bill adjusted-	X
	mail	sent reading		

	"	sent note-"Thank You"		
	"	house sold 3/26		
04/21	phone	gave reading	bill adjusted-	X
	"	change name and billing address		
	"	question about bill	discussed-ok	
	"	gave reading, question about bill	discussed,ok	
	"	tenant out-change billing		
	"	change mail address		
04/22	"	gave reading, question about bill	bill adjusted-	X
04/26	"	house sold, close 4/30,got final rdg	sent final bill to lawyer	
04/27	"	gave reading, question about bill	bill adjusted-	X
	"	"	"	X
	"	"	"	X
	"	"	"	X
04/29	"	"	"	X
	mail	sent in reading	bill is ok-min	
05/01	"	sent in rdg	bill adjusted-	X
	phone	question on bill	called back-left msg	
05/06	email	sent reading	bill adjusted-	X
05/10	phone	what is iron content, hardness	left message with information	
05/12	phone	blue pipe on lawn	curb box was marked out	
05/15	phone	needs water shut off for repairs	done-greco	X
05/18	"	gave mtr reading	bill adjusted-	X
05/27	"	sent payment last qtr	spoke-ck not received or cashed, they will try their bank	
06/02	"	tenants out end of month, hse being sold	spoke	
	"	low pressure	M Greco checked, valve only partially opened-corrected	X
	"	"	"	X
06/03	mail	sent reading	bill adjusted-	X
06/04	phone	change name on acct	done	
06/13	"	sent payment last qtr		
06/17	"	needs account balance due	spoke	
06/25	"	house fire, shut off water	turned off	X
06/29	"	strange odor from water	had operator check, no one home, no odor at pumphouse	X
06/30	"	did not receive a bill	checked-bill sent	
07/13	"	grass at pumphouse very high	notified Greco-he will have it mowed	
	mail	sorry payment was late		
07/14	phone	called to give email address		
	"	gave reading, question about bill	bill adjusted-	X
07/15	"	gave reading, question about bill	bill adjusted-	X
07/16	"	gave reading, question about bill	bill adjusted-	X
07/19	"	gave reading, question about bill	bill adjusted-	X
07/22	"	gave correct mailing address		
07/23	"	meter leaking	gave svc # and notified operator	X
07/26	"	gave mtr reading	bill adjusted-	X
07/27	mail	"	"	X
	phone	gave email address		
	"	could we locate his curb valve	located by m. greco	X
	"	question about bill	took off svce chg 1.41	
07/28	"	sending check		
	"	wants to pay bill	asked [REDACTED] to send check-ok	
07/29	"	house closing,needs bill, will pay	changed records-sent bill	
	"	where is their meter	told [REDACTED] where to look	
	"	gave meter rdg	bill adjusted-	X
	"	house sold-close 7/30		
07/30	"	sending ck		
08/02	"	gave mtr rdg	bill adjusted-	X
	"	will replace bounced checks		
	mail	disappointed she got notice for a short payment		

08/03	phone	sent a check-do not cash	cashed before got this call	
08/08	"	house sold,closing 8/13		
08/10	mail	gave mtr rdg	account adjusted	X
08/11	phone	sent check		
	"	gave mtr rdg	bill adjusted-	X
08/13	"	to make sure his balance was for this property	spoke-bill ok	
	"	check sent		
08/16	"	needs payment rect for closing	spoke- rect sent	
08/16	"	did we receive ck?	spoke-check recd, they will send bal sent email address	
	"	sending check		
08/17	"	sent check		
08/18	"	sending check		
	"	did we receive check	left msg-just received	
	"	sending 1/2 now, 1/2 in 2 wks		
08/19	"	sending check today		
	"	did we receive her check	spoke-just received	
	"	sending check today		
08/20	mail	sent in reading	adjusted bill	X
08/23	phone	sending check today		
	"	sending check today		
08/24	"	check sent		
08/25	"	did we receive his check	left msg-not rec.	
	"	can she pay 9/13	spoke-ok	
08/26	mail	any news on saugerties water dist.	left msg-she should contact town	
	phone	sent in rdg 6/21, bill estimated	co. did not get rdg.	
	phone	spoke 7/25, gave rdg	bill was adjusted, left msg	X
	phone	check sent		
08/27	"	check sent		
	"	gave correct mail address		
	"	had sent check	spoke-did not receive ck. he will send another	
	mail	gave rdg.	co. had rdg checked and bill adjusted	X
	phone	gave rdg 7/21	bill had been adjusted	X
08/28	mail	sent in rdg 6/21	adjusted bill sent him email	X
	phone	how can they pay	send check-msg	
08/30	email	sent rdg	bill ok, charged only min.	
	phone	check sent		
	"	sending check today		
08/31	"	new owner	spoke, set up acct	
09/01	"	will send check		
09/02	"	requested bill copy	sent	
	"	did we rec his check?	no-left msg	
09/03	"	"	no-spoke-sending	
	"	sending check today		
09/07	"	question	called-left msg	
09/13	"	buying hse,closing 9/17	took info-set up acct	
09/14	"	needs curb box located	sent req to operator #NAME?	X
09/15	"	selling house, close next week	sent atty final bill	
	mail	sent reading	bill adjusted-	X
09/17	phone	check sent		
	"	"		
09/20	"	house will be closing on sale, acct paid at closing		
	"	check sent		
09/21	"	got the statement we sent, will send check		
	"	check sent		
09/22	"	hold check until 9/24	OK	
09/24	"	brown water	operator checked-only in toilet, all else ok	X
09/27	"	needs balance due	called, they will send ck	
10/04	"	meter leaking	gave them svc #	X
10/08	"	question on bill	called-left msg-bill ok	

10/11	"	called in rdgs	bill ok, charged only min.			X
	"	gave readin correct billi	small adjustment to bill			
	"	gave rdg	bill adjusted-			X
10/14	"	question on bill	spoke-ok,			
	"	gave reading	bill adjusted-			X
10/15	"	gave reading	bill adjusted-			X
	"	texted reading	bill adjusted-			X
	"	house destroyed-fire, no service	bill adjusted-			X
	"	gave reading	bill adjusted-			X
10/18	"	gave reading	bill adjusted-			X
	"	cust. paved around curb box	spoke-having operator check	X		
	email	gave reading	bill adjusted-			X
	"	gave new name for acct	spoke-ok,			
10/19	phone	just connected-needs meter	spoke-will pick up from operator	X		
	"	gave reading	bill adjusted-			X
	"	payment by check only??	spoke-ok,			
	"	will pay \$600 now, balance in 2 wks	spoke-ok,			X
	mail	sent in reading	bill ok, charged only min.			
10/20	"	sent in rdg. meter damaged	bill adjusted- new meter installed	X		X
	"	change bill address	done			
10/21	"	confirmed sending 3 payments for svc chg	ok			
	"	sent rdg-	bill adjusted			X
	phone	house sold-closed	sent final statement			
10/22	"	can he pay over the phone	spoke-he will send check			
	"	sent check for \$500	spoke-ok for now			X
	"	gave rdg	spoke-bill adjusted			X
10/25	mail	sent rdg-	bill adjusted			X
	"	"	"			X
10/26	"	"	"			X
10/27	"	change mailing address	ok			
11/01	phone	needs amt owed	called-left rr sg			
11/02	"	gave rdg, ok				
	"	how much does he owe	spoke-ok			
11/03	"	spoke abou amt due-got rdg	agree to make a payme t plan, bill adjusted			X
11/04	mail	sent rdg-	bill adjusted			X
11/08	phone	needs amt owed and how to pay	spoke-ok			X
	mail	sent in reading	bill adjusted			X
	phone	called in rdgs	"			
11/17	"	sent in payment-mail returned-re-sent	ok			
	"	sending check today	"			
	"	paid on 10/9	spoke, not received, he will send			
	"	advised rdg	bill adjusted			X
	"	can they pay on phone?	left msg			
11/18	"	sending check today	ok			
	"	will send check	ok			
11/19	"	sending ck this week	ok			
11/22	"	"	ok			
11/25	"	"	ok			
	"	account was supposed to be adjusted	left msg-adjustment was made			
11/29	"	gave reading	account adjusted			X
	"	sending check, mailingl address	address ok			
12/01	mail	would like to pay by cr.card	requested to j. park-psc			
12/08	phone	selling houseclose 12/21				
12/14	"	leak in house, needs curb shut off	to Operator, curb box repaired 12/17	X		
12/15	"	do I have a balance due	msg-no			
	"	low pressure	Scott spoke to her-her filter clogged			
12/20	"	close today	spoke-ok			
	"	sending check				
12/21	"	low pressure	doing repair			

12/22	"	"	"	
	"	low pressure in part of house	spoke to Operator-his basket clogged	
	"	is boil water still in effect	spoke-yes until test results come back, prob tomorrow	
01/04/22	"	question on bill	spoke- will send reading. bill adjusted	X
	"	question on damaged meter charge	explained-ok	
	"	question on bill-no one in house	explained- only charged the min.	
	"	just moved in, got a bill	explained billing-ok	
	"	gave reading	bill adjusted	X
	"	said bill was wrong	gave reading, bill correct. he would not agree, referred to psc	
	"	did we receive a check	spoke-not received	
01/06	mail	change bill address	ok	
	phone	will send check	ok	
01/16	"	low pressure	operator is checking for main leak	X
	"	"	"	X
01/17	"	"	"	X
	"	"	"	X
01/18	"	gave corrected rdg	spoke-made the change-bill the same-min	
	"	buying house-close 1/25	spoke - got all info.	
	"	selling hous #NAME?	spoke- disc	
	"	wants to pay bill	spoke- will send check	
01/19	email	gave rdg,	bill adjusted	X
01/20	phone	wants to discuss bill	left message with informr	
	"	wants to make payment	"	
01/24	"	has low pressure	discussed leak in part of system	
	mail	sent in rdg.	bill adjusted	X
	phone	gave rdg,	"	X
01/25	"	"	bill the same-min.	
	mail	"	bill adjusted	X
	"	"	bill ok	
01/28	"	"	"	X
	phone	did we receive their check?	not as of then	
	"	reading	he gave reading-account adjusted	
	"	did we receive their check?	left msg	
	mail	house vacant from 12/1/21-call	spoke	
	"	gave rdg,	bill adjusted	X
02/03	phone	gave rdg,	bill adjusted	X
	"	"	"	X
	mail	change mail address	done	
02/07	phone	selling, closing 2/11	got info, calculated amount for him and new cust.	
02/10	"	meter cracked	operator was there, replaced meter-customer caused freezing mtr	X
02/14	"	where is shutoff in house	spoke-told cust where to find it	
02/18	"	wanted return call	returned call fri and sat	
	"	tree came down on our property	operator checked-looks ok	
02/21	"	sending check		
	"	sending che ck		
02/22	"	knows they owe money		
	"	sending 400 this wk, 400 next		
	"	check sent		
02/24	"	sending check		
02/25	"	sending check		
	"	check sent		
02/26	"	large open balance-gave owner/resident info		
03/01	"	needs to discuss balance owed	spoke, he will send checks	
03/02	"	change billing name-will send check	done	
03/03	"	getting cloudy water, high pressure	operator checked-adjusted pressure tank/controls	X
03/04	"	house being sold, will send check	can we shut off at curb for him to do work	X
	"	sent checks-wait til tues to cash	ok	
	"	cloudy water	finished adjustments in pumphouse	X
	"	did we receive check	left msg-yes	

03/06	"	does she have open balances	left msg-yes		
03/08	"	meter froze-no water	operator changed meter	X	
03/10	"	status of acct?	spoke-open balance		
03/14	"	house being sold, will need final bill	spoke-gave amount due		
03/16	"	sending ck this week			
03/21	"	"			
04/04	mail	please send paid rect.	done		
	"	change mailing address	done		
	phone	how much does he owe?	left msg		
	"	"	"		
	"	"	"		
04/06	"	got disconnect notice-had paid	spoke-she got old notice, mail problem		
	"	question on the water where is curb valve	left msg		
04/07	"	need to see if curb valve works	spoke, having operator check	X	
	"	question on bill	left msg		
04/08	"	got past due notice-had paid	spoke-got old notice in mail		
04/09	"	hold post dated ck	spoke-already deposited		
	phone/mail	sent in letter w/rdg	spoke-made adjustment		
04/12	phone	gave reading	spoke-bill adjusted		
04/14	mail	should have a genertor			
04/15	mail	bills were high	are getting readings and bills based on them		
04/18	mail	sent in rdg.	bill adjusted		
	mail	why was bill estimated	spoke-she will make sure she sends in card		
	mail	can't leave card in her mailbox	we will not leave it there, if necessary		
	phone	gave reading	bill adjusted		X
	email	question on bill	emailed response-explaining		
	phone	can he pay on 5/1	spoke-ok		
	"	gave reading	bill adjusted		X
	"	can he pay by credit card	spoke-no		
	"	gave reading	bill unchanged-min.		
	"	change name on acct	left msg		
04/22	"	discuss acct-house being sold	spoke-she will send contact info for buyer		
	"	pay by cr card?	spoke-no		
	mail	downed tree/branches on property	asst operator will remove	X	
	"	"	"	X	
05/01	"	gave reading	bill adjusted		X
	phone	"	"		X
	"	new-change bill address shut off?	done will look at valve		
	"	gave reading	bill adjusted		
	"	did we receive check?	left msg yes		
	"	needs balance owed	spoke		
	"	change billing name	spoke-done		
	"	did not receive bill	sent		
	"	sending check	ok		
	"	did not rec bill	spoke sent ck		
	"	sending check	" ok		
	"	getting help from breast cancer found.	rec check		
05/20	"	sending check today	ok		
	"	resubmit check	ok		
05/24	"	sending check	ok		
05/26	"	"	ok		X
05/31	"	correct mail address.gave rdg	ok, bill adjusted		
06/02	mm "	low pressure	operator already fixed, reset elec.	X	
06/03	"	sending ck this week replacement	ok	X	
06/06	"	needs curb valve shut off	referred to operator		
	"	sending ck this week	ok		
	"	needs amount owed	left msg		
06/07	"	house closing thurs	sent final bill to atty		
	"	gave rdg,	bill adjusted		X

06/08	"	new owner	got information		
	mail	sent rdg, bill was estimated	bill adjusted		X
	"	"	"		X
06/10	phone	change bill address	ok-done		
	"	sending ck this week			
06/13	mail	new chemical harmed his koi	checked with engineer and chem co. no effect on wildlife		
	phone	house closing-need final bill	bill sent to atty		
	"	new owner-set up acct	ok-done		
06/14	"	called in rdgs	ok		
06/20	"	selling hous #NAME?	sent final bill		
06/22	"	low pressure	operator checked-system ok	X	
07/12	"	question on bill	spoke-ok		
07/14	"	brownish water	operator checked-adjusted chlorine level	X	
	"	"	"		X
07/15	"	needs repair of lawn from digging	spoke-credit issued		
07/18	"	gave rdg,	bill adjusted		X
	"	gave rdg,	bill adjusted		X
07/19	"	"	"		X
	"	"		X	
	"	check not cashed	was cashed		
07/21	"	billing period question	spoke-answered		
	"	gave rdg,	bill adjusted		X
	"	change billing name on 1 house	spoke-done		
07/22	mail	didn't get a card to send in rdg	will have new person doing readings now		
	mail	sent in rdg.	bill adjusted		X
07/25	"	gave rdg, and needs curb box shut to do work	bill ok, gave him service #	X	
	"	gave rdg,	bill adjusted		X
	"	said house was vacant	left msg-call us with reading		
	"	not happy she got a notice for past due	just a reminder notice		
07/28	phone	needs amount owed	spoke-done		
	"	sending part this week, balance next	ok		
07/29	mail	sent rdg,	bill ok, tried but could not leave msg		
	phone	water shut off at curb march,2022	ok		
	"	needs amount owed	spoke, ok		
	"	check was sent	ok-done		
	"	needs amount owed	spoke, ok		
08/01	"	redeposit returned ck	"		
08/02	"	question on bill	"		
	"	renter moved out	name back to owner		X
08/03	mail	sent payment with note	spoke, got rdg, bill adjusted		
	"	questions on bill	called & left msg		
08/10	"	new customer	spoke, bill adjusted		X
08/11	phone	can she pay on phone	spoke-sending ck		
08/13	"	applying to ny state-hardship	spoke, spoke to nys		
08/15	"	needs amount due	spoke-ok		
	"	sending ck	ok		
	"	new owner-set up acct	ok		
08/16	"	sending ck for both	ok		
	"	pd \$214	left msg. that only paid 1/2 amt owed		
	"	she paid old balancein full	checking receipts		
08/18	"	sending ck	ok		
	"	house being sold, sending ck	ok		
	"	sending new ck	ok		
	"	got card re: \$9 due, not happy	spoke, told [REDACTED] she just got a reminder notice		
08/19	"	ck mailed 2 wks ago, not cashed	just received, ok		
08/22	"	sending ck	ok		
	"	sending ck dated 9/1	ok		
08/23	"	question on bill	spoke, ok		
08/25	"	gave reading	bill adjusted		X

08/26	"	can they pay on phone?	sending check		
	"	needs markout	sent to operator, he is in contact	X	
	"	sending ck	ok		
	"	"	"		
08/27	"	"	"		
08/30	"	tenant out-gave reading	billed tenant		
08/31	"	bounced ck. sending new ck	ok		
09/06	"	is a balance open?	spoke, yes-will send		
09/08	"	hears water running	referred to operator-all ok	X	
09/12	"	sending ck	ok		
	"	needs water back on	referred to operator-done	X	
09/14	"	needs curb box shut off to fix house leak	"	X	
09/19	"	new owner-set up acct	ok		
09/23	"	needs markout done	referred to operator-done	X	
09/29	"	question on meter reader	spoke, explained procedure		
10/01	hol	"	low pressure		
10/06	"	leak into house	crack in pipe in pumphouse fixed	X	
	"	was bill paid	referred to operator-customer pipe	X	
	"	hse closed-new owner	left msg-yes		
10/07	"	question on bill	spoke-ok		X
	"	gave reading	spoke - bill :		X
	"	question on bill	bill adjusted		X
	"	gave rdg,	ok		X
	"	"	bill adjusted		X
10/10	"	new tenant-gave rdg	"		X
	"	gave rdg,	ok		X
	"	selling house	bill adjusted		X
10/11	"	gave rdg,	ok-need rdg		X
	"	13cccd sold	bill adjusted		X
	"	gave rdg,	ok-chenged name		X
10/12	"	"	bill adjusted		X
	"	"	"		X
	"	"	bill ok, tried but could not leave msg		
	"	"	bill adjusted		
10/13	"	can we do autopay	can't do that		
	mail	change bill address	done		
	"	did not get reading card	will make sure they get them		
10/14	phone	question on fin. chg	removed from bill		X
	"	low pressure	checked by operator-system ok, problem in house	X	
10/17	"	gave rdg,	bill adjusted		X
	"	"	"		X
	"	question on bill/rates	spoke-bill explained		
10/18	"	gave rdg,	bill adjusted		X
	"	question on bill	fin. chg ok		
10/19	"	billed for arrears-says he paid	spoke-checked his account-no payment recd. he checked-check not cashed		
	"	question on bill	spoke-asked her to get rdg		
10/20	"	wants to set up autopay	spoke-car		
	"	can they send payment next wk	spoke-ok		
10/21	"	can we shut off water	spoke-gave them service # to arrange work	X	
	"	gave rdg,	left msg-bill the same-m sending ck		
10/24	"	question on bill-moved in in Jul	spoke-bill ok		
	"	new owner-10/25	spoke-set up acct		
10/27	"	gave rdg,	bill adjusted		X
11/08	"	needs amt owed	called, left msg		
	mail	thank you for extra time to pay bill			
	"	gave rdg,	bill adjusted		X
11/10	phone	never got bill-returned to us	address ok, emailed bill		
11/12	mail	gave rdg,	bill was estimated actually slightly low		
	"	gave rdg,	rdg is higher than on bill		
11/14	phone	change billing name on each	done		

	"	check lost, sending another	ok-rec		
	"	sending ck			
11/15	"	new owner-10/25	ok		
11/18	"	regarding bill-msg	called back-left msg		
11/21	"	selling-close 11/28	sent final to atty		
	"	selling-close 11/21	sent final to atty-bill adjusted		X
11/22	"	change bill address	ok		
	"	sending ck	"		
11/25	"	"	"		
	"	"	"		
	mail	gave reading	bill adjusted		X
	"	"	"		X
11/28	"	needed water turned off at curb	spoke-already done	X	
11/29	phone	gave rdg-sending ck email	email-bill ok		
12/02	"	sending ck-change phone #	spoke-done		
12/06	"	check sent	ok		
12/08	"	sending ck	"		
	"	"	"		
12/09	"	"	"		
	"	"	"		
12/12	"	" - should get credit	spoke, credit given to min.		X
	"	change bill address,	sending ck, done		
12/14	"	cannot send \$	referred to soc. svcs		
	"	sending fri	ok		
	"	check sent	"		
12/15	"	sending ck-	"		
	"	" - post dated	"	X	
12/22	"	no water	operator was there working on problem		
12/26	"	selling, close fri	got rdg, sent final bill		
	"	just moved in, owned for 1 yr	got rdg, phone #, discussed charges		
01/07/23	"	question on bill	actual rdg-bill ok		
	"	change name on acct	ok-done		
01/10	"	checked rdg	corrected rdg-bill adjusted		X
	"	gave rdg	bill adjusted		X
	"	"	"		X
01/13	"	new tenant	ok-done		
	"	did we receive check?	spoke-yes		
01/16	"	gave rdg	bill adjusted		X
	"	change mail address	done		X
01/18	"	gave rdg	bill adjusted		X
01/19	mail	sent rdg,	"		
	"	doesn't want to read mtr	will have operator read		
01/20	"	sent rdg,			
01/23	phone	check sent	ok-done		
01/26	"	new owner	spoke, acct set up		
01/28	"	meter leaking	referred to operator-meter changed	X	
	"	gave rdg	bill adjusted		X
	mail	doesnt want to read the meter	asked operator to read got rdg, bill adjusted	X	X
02/01	"	gave rdg	bill ok		
	"	sent rdg,	"		
	"	change address	done		
	"	check address to send payment	spoke-ok		
02/06	phone	meter making noises	referred to operator	X	
02/08	"	sending ck-			
	"	gave rdg	spoke-bill ok		
02/16	"	leaking mtr	spoke-referred to greco	X	
02/17	"	buying house-close 2/16	spoke-switched over acct		
02/20	"	did not receive bill sending ck	bill was sent		
	mail	sent rdg. asked for card for this qtr	bill adjusted, advised they will receive card		X

02/2	"	sent rdg.	bill ok		
	phone	sent check			
	"	did we receive their check?	yes. gave a credit		
02/2	"	needs balar ce due	spoke		
	"	sending ck-	spoke-ok		
02/2	"	check sent			
02/2	"	did you receive ck	spoke-yes		
03/0	"	check sent #NAME?	spoke-ok		
03/0	mail	sent reading	bill adjusted, advised they will receive card		X
03/1	phone	needs water back on	spoke, will leave check at door		
03/1	"	"	"		
	"	"	spoke, will have it done		
	"	needs amount due	left msg. that only paid 1/2 amt owed		
	"	"	spoke, sent him email with information		
03/1	"	selling house	spoke, closing 3/28 closed		
03/1	"	needs amount owed	spoke		
03/2	"	purity of water?	spoke, sent test results		
03/2	"	was bill sent yet-gave rdg			
04/0	"	gave rdg, question on bill	spoke- will give him total amt due		
04/1	"	gave rdg,	spoke, bill adjusted		X
04/1	"	"	"		X
	"	"	"		X
	"	"	"		X
04/1	"	"	"		X
04/1	"	needs curb box marked	spoke-told him there would be a svc chg to operator	X	
04/1	mail	change mail address	done		
	phone	gave rdg,	bill adjusted,		X
04/1	"	sent bank ck to replace bounced one			X
	"	lost bill, needs amount	emailed him bill		
04/1	"	needs time to pay bill	spoke-5/1 ok		
	"	gave rdg,	bill adjusted,		X
	"	bill not received	new bill sent		
04/2	"	needs time to pay bill	spoke 5/5 ok		
04/2	mail	sent rdg.	bill adjusted,		X
	phone	gave rdg,	"		X
	"	will send check	spoke-ok		
04/2	"	question on bill-fixed chg?	"		
	"	gave rdg,	bill adjusted,		X
	"	change mail address	done		
05/0	mail	"	"		
05/0	phone	bill question	asked him to give mtr rdg		
	"	can he pay over phone?	not yet		
05/0	"	question on bill	spoke-ok		
	"	gave rdg,	bill adjusted,		X
05/0	"	question on bill	spoke-ok, he will call w/rdg in june		
	"	will send ck 5/30	ok		
	"	gave rdg,	bill adjusted,		X
05/0	"	ck sent	ok		
	"	gave mail address	ok		
05/1	"	ck sent	ok		
05/1	"	gave rdg,	bill adjusted,		X
05/1	"	ck sent	ok		
05/1	"	nys paying	spoke to nys-ok		
	"	gave rdg,	bill adjusted,		X
05/1	"	will send ck	ok		
05/1	"	sending ck-	ok		
05/2	"	gave mail address	ok		
05/2	"	ck sent	ok		
05/2	"	sending today	ok		

05/31	"	"	ok		
	"	"	ok		
06/03	"	"	ok		
	"	sending this wk and next	ok		
06/12	"	sending ck today	"		
	"	selling, clo:	got reading, sent final bill		
	"	sending \$75 today, more later	"		X
	"	replaced meter themselves. gave readings	"		
	"	purchased house-closed 5/18	set up account		
	"	will send ck 6/21	ok		
06/13	"	new owner	set up account		
	"	sending checks	ok		
	"	was bill pd?	left msg-yes		
621	"	sending ck today	ok		
06/26	"	house sold - gave name of new owner	"		
06/29	"	did not get bill	spoke-bill just sent		
07/03	"	question on bill	spoke-he will send picture of meter	X	
	"	gave rdg, picture of meter	spoke-bill adjusted		X
07/05	"	question on rate letter	spoke-explained		
	"	question on rates and rdg	spoke-answered, rdg ok		
07/06	"	question on bill	bill ok-msg		
	"	"-gave reading	spoke-bill adjusted		X
	"	question on bill	sent picture, bill ok, explained		
07/07	"	gave reading	bill adjusted,		X
	"	gave reading	"		X
	"	gave reading	ok		
	"	can i pay online	left msg- not now		
07/10	"	question on rate letter	spoke-explained		
	"	gave reading	ok		
	"	gave reading	bill adjusted,		X
07/11	"	gave reading	ok		
	"	house empty	sent her current open bill		
7/12-7/31	"	question on bill	ok		
	"	question on reading	explained-ok		
	"	sold house ,gave rdg	sending him refund based on his reading		
	"	sending ck today	ok		
	"	sending ck	ok		
	"	gave reading	bill adjusted,		X
	"	lost bill, needs amount	left msg with amount		
	"	gave reading	bill adjusted,		X
	"	check sent-did we receive	left msg		
	"	sending ck 8/1	ok		
	"	water coming out of pumphouse, did not get bill	repair made, neighbor had bill		
	"	ck not cashed	dep 8/1-2		
	"	"	"		
	"	"	"		
	"	"	bill not received-confirmed mail address		
	"	selling, close 8/3	sent final bill to atty		
	"	gave reading	bill adjusted		X
	"	question on bill	left msgs		
	"	check not cashed	dep 8/1-2		
	"	"	"		
	"	"	"		
	"	"	"		
	"	"	"		
	mail	gave reading	bill adjusted,		X
	"	question on reading	"		X
	"	gave reading	"		X
	"	"-gave reading	"		X

	"	"-gave reading	"		X
	"	"-gave reading	"		X
	"	"-gave reading	"		X
08/10	phone	was check received?	spoke-no.will send other		
08/11	mail	gave reading	bill adjusted,		X
08/14	phone	check sent			
	"	amount owed?	left msgs		
	"	go over bill	ok		
	"	gave rdg,	bill adjusted,		X
08/15	"	will send ck	ok	X	
08/16	"	brown water	referred to operator- ok		
	"	"	"		
08/18	"	sending ck, gave rdg	bill adjusted,		X
08/19	"	gave rdg,	"		X
	"	check sent	ok		
08/21	"	"	"		
	"	"	"		
	"	sending monday	"		
08/22	"	gave rdg,	bill adjusted,		X
	"	check sent	ok		
	"	closing next week-sale	sent final bill		
08/23	"	did we receive check?	yes		
08/25	"	sent check	ok		
	"	can they pay over phone	not now		
08/28	"	"	"		
	"	sending 2 checks	ok		
	"	sending check	"		
09/05	"	change address	done		
	"	check sent	ok		
907	"	selling house-sending ck	left msg		
09/08	"	check bounced-will send new	ok		
	"	"	ok		
09/11	"	sending money order	ok		
09/12	"	no water	power outage, cleared up shortly		
	"	meter leaking	referred to operator- ok	X	
09/14	"	needs balance, change address	ok		
	"	check sent	ok		
09/18	"	sending ck	ok		
09/20	"	was bill paid?	yes		
09/22	"	meter stopped	referred to operator	X	
10/09	"	gave rdg,	bill adjusted,		X
	email	question on finance chg	sent em back. explained and took off chg		X
	"	sent in rdg.	bill adjusted,		X
	phone	discuss tenant balance	he will speak to them		
10/12	"	question on bill	spoke-explained		
10/13	"	will send ck	ok		
	"	gave rdg,	bill adjusted,		X
	email	question on fin. chg	responded on email		
10/16	"	"	" chg removed		X
	phone	will send check	ok		
	email	question on svc chg	responded-explained-chg valid		
	mail	"	check rec. after due date-chg ok		
	phone	gave rdg,	ok		
10/17	"	question on fin. chg	bill adjusted,		X
	"	old and new owners	bills adjusted		X
	"	gave rdg,	bill adjusted,		X
	"	question onbill	spoke-told [REDACTED] to get rdg and advise		
10/27	"	"	left msg		
	"	sending check	ok		

	"	lost bill, needs new one	bill sent to atty	
	"	sending check	ok	
10/20-11/3	mail	sent rdg.	ok	
	"	"	ok	
	"	"	bill adjusted,	X
	"	"	"	X
	"	change address	ok	
	"	needs meter read quarterly	advised meter reader	
	"	sent rdg.	ok	
11/06	phone	how much owed?	ok	
	"	need to locate curb box, bad meter install	we are attempting to locate, installation must be corrected	
11/16	mail	emailed reading	bill adjusted,	X
	mail	sent reading	ok	
11/18	phone	please turn on, left check on door	done	X
11/21	"	gave reading for closing	will prepare final bill	
	mail	sent reading	bill adjusted,	X
11/22	phone	gave rdg,	"	X
12/01	"	will send check	ok	
	"	"	"	
	"	check sent	"	
	"	"	"	
12/04	"	"	"	
	"	needs water back on	gave to operator water on	X
12/05	"	check sent	ok	
	"	gave rdg,	bill adjusted check sent	X
12/06	"	check account	ok	
	"	meter stopped/leaking	gave to operator	X
12/07	"	sending check	ok	
	"	will send check	"	
12/08	"	water is off	turned off in error, turned back on	
	nf "	low pressure	problem caused by central hudson, called them, xed-operator	X
12/11	"	can't find the meter	told them where it is-got rdg	
12/18/23	emails	want information on water status	distributed information by hand and email	
12/21	phone	want information on water status	posted information on Town and High Falls Websites	
	"	water off, wants to pay bill	water was on, spoke, told her to mail-ok	
1/5-1/12/24	"	gave rdg,	bill adjusted,	X
	"	"	"	X
	"	bill due"	spoke -ok	
	"	gave rdg,	bill adjusted	X
	"	what is the surcharge	spoke -ok	
	"	what is bill adjustment	spoke- was for return ck- not hers bill adjusted	X
	"	bill ripped, needs amount	spoke-gave to her, ok	
	"	lost bill, needs new one	ok	
01/19	"	can he do a payment plan	spoke-set up \$45 per month	
	"	bank foreclosure-closing	spoke-emailed current bill	X
	mail	paid bill, sent rdg	credit issued	
01/23/24	phone	wants discount	spoke, no	
	mail	gave rdg,	bill adjusted,	X
01/26	phone	sending ck	ok	
	mail	gave rdg,	bill adjusted,	X
	mail	wants to get rdg card	will make sure they get 3/31	
01/29	phone	gave rdg,	bill adjusted,	X
01/31	phone	gave rdg,	"	X
02/01	"	question onbill	will provide rdg bill adjusted	X
02/02	"	payment sent	ok	
	"	"	"	
	mail	sent rdg.	bill adjusted,	X
02/05	phone	sending ck	ok	

	"	check sent	"	
	"	sending ck	"	
02/06	"	"	"	
	mail	has low pressure	will have operator check	
02/07	"	gave reading	bill adjusted,	X
02/12	phone	sending check	ok	
	"	check sent	ok	
	phone	sending 3/1	ok	
02/13	phone	leaky meter	referred to operator	X
	"	was bill paid?	spoke-yes	
	"	question on returned check	spoke-ok	
	"	sending ck	ok	
	"	check sent	"	
02/25	mail	low pressure-air?		
	"	did not get reading card gave rdg	bill ok-min	
	phone	sending check	ok	
	"	check sent	"	
	"	check received?	yes	
	"	will send check	spoke-ok	
	"	needs mail address to pay bill	"	
	"	sending check	ok	
	"	did not rec bill	bill was paid	
	"	was check recd	spoke-yes	
	"	check sent	ok	
	"	closing on house-gave rdg	sent final bill to lawyer	
	"	new owner- to set up account	left msg	
03/05	"	no water svc	brief outage, called each one	X
03/06	"	check returned, can redeposit	ok	
	mail	meter broken	bill adjusted will get it replaced	X
03/07	"	payment sent in by ny state	received, credited to account	X
03/11	phone	new owner- to set up ac ount-get mtr	operator dropped off mtr	
	"	selling, close 3/14	got rdg-sent final bill to atty	
03/12	"	sending ck	ok	
03/13	"	meter leaking	referred to operator-ok	X
03/17	"	change mail address	ok	
	"	got notice, had paid	ok-crossed in mail, spoke	
	mail	meter not working	bill adjusted, on list to replace	
03/21	emails	can't get meter installed	he is using a 1" pipe in house, needs to be 5/8", he will change	
04/01	phone	cannot read meter, questions	referred to operator-he made appt and read customer meter	X
04/03	"	question on meter possibly leaking	spoke-he will check further	
04/08	"	mows the lawn, should he get new mower	spoke, told him yes	
	"	have wrong due date on bills	spoke, problem with computer program, fixed, ok	
	email	question on bill	bill adjusted	X
	phone	sending substantial check this week	ok	
	phone	question on bill	spoke-bill was based on his reading, last 2 were estimated. He was nasty and refused to understand. I recommended he contact the psc	
04/09	"	check was given to company rep 2/9 but was not cashed. They will replace. Company will pay Stop bank fee		
04/10	"	need response to letter	letter emailed to them-hydrants being serviced and painted now	
	"	question on surcharge	spoke-explained-ok	
	"	wrong due date on bill	spoke-computer error-ok	
04/11	phone	question on bill paid ck 1/10/24	spoke-we did not receive ck. he will check with his bank	
	email	reading wrong on bill. sent picture	bill adjusted	X
	phone	gave reading	"	X
04/12	"	wrong due date on bill	spoke-computer error-ok	
	"	have incorrect balance due on bill	spoke-bill is correct	
04/15	"	didn't get bill	left msg with amount	X
	"	gave rdg,	bill adjusted	
	"	meter may be leaking	referred to operator- ok	X
04/16	"	gave rdg,	bill ok	

	"	house was : old 4/16	ok, made changes	
	"	gave rdg,	bill adjusted	X
04/17	"	new owner- possible leak	referred to operator-ok	X
04/18	email	gave rdg,	bill adjusted	X
04/30	phone	gave rdg,	bill ok sending ck	
05/01	"	selling, close 5/8 gave rdg	sent bill to atty	
	"	sending ck		
05/02	"	sending ck		
05/10	mail	gave rdg,	bill adjusted	X
05/14	phone	needs amt owed	advised amt	
05/16	"	selling, close 5/23	sent final bill to lawyer	
05/17	"	questions on bill	spoke, need rdg, she will get	
05/20	"	check sent	spoke-not received, give it a few more days	
	"	sending check		
05/21	"	"		
	"	"		
05/22	"	"		
05/23	"	"		
	"	"		
05/27	mail	sent rdg,	bill adjusted	X
	phone	new tenant		
05/29	"	needs balance	left msg with amount	
05/31	"	did we receive check?	spoke-yes	
06/03	"	gave reading	ok	
	"	check sent-\$300	"	
	"	gave reading	"	
06/04	"	will send check	"	
06/05	"	new owner	set up account	
	"	sent \$100, will send \$100 per wk	ok	
	"	gave reading	asked her for a picture of mtr. will send	
	"	sent \$300	ok	
06/06	"	sent \$600	"	
06/07	"	gave reading	bill adjusted	X
06/10	"	sending check	ok	
06/11	"	water was shut off-needs on	spoke-he will send check, water turned back on	
06/13	"	water off	work being done in pumphouse, email notification sent	
	"	"	"	
06/18	"	water shut off	spoke, will send check, had operator turn back on	
06/20	"	check returned by bank,nsf	left msg-need check replaced	
	"	gave reading	bill adjusted	X
	"	needs info to pay bill	spoke-ok	
06/21	"	redeposit bounced check on 7/3	ok	
06/25	"	change name on acct	done	
07/09	"	sending check	ok	
07/10	"	gave rdg,	bill adjusted higher	X
	"	needs amount owed	spoke-gave it-ok	
	mail	gave rdg,	bill adjusted	X
07/11	phone	question on bill	spoke-ok	
07/12	"	gave corrected rdg	bill adjusted	X
07/15	"	question on bill	spoke-rdg correct, bill ok	
07/17	"	sending check	ok	
07/19	"	"	"	
	"	check sent	"	
07/22	"	gave reading	bill adjusted	X
07/24	"	"	"	X
	"	sending check	ok	
07/25	"	"	"	
07/29	"	"	ok	
	mail	gave reading	bill adjusted	X

07/30		phone	question on bills	spoke-bills correct, he is checking records		
08/02		mail	gave reading	bill adjusted		X
08/05		phone	sending ck	ok		
		"	gave rdg,	bill ok		
08/06		"	check sent	ok		
08/07		"	sending ck	"		
08/08		"	change mail address	done		
		"	check sent	ok		
		"	sending ck	ok		
08/12		"	gave rdg,	bill adjusted		X
08/13		"	sending ck	ok		
08/14		"	got bill for #10-sold	he gave bill to them-ok		
		"	didn't get bi will send	address ok, emailed bill		
		"	pd bill in may	spoke-they paid 4/1 bill then. will send ck for 7/1		
08/15		"	check sent	ok		
		"	no bill	spoke-send ing		
		"	got bill-asked how to pay	told-send check		
08/16		"	gave rdg,	bill ok-min		
		"	will send ck	ok		
08/19		"	will send ck	ok		
		"	"	ok		
08/22		"	check sent	ok		
08/23		"	"	ok		
08/27		"	to work out payment plan	emailed to arrange		
08/27		"	pump not working	spoke-advised him it is his		
		"	gave rdg,	bill adjusted		X
08/28		"	paid-sent ck, cleared 7/30	checked with bank-paid-ok		
		"	meter leaking	referred to operator-mtr changed	X	
		"	check sent	ok		
08/29		"	"	"		
09/04		"	"	"		
		mail	billing issue	bill adjusted		X
09/20		phone	check sent	ok		
09/26		"	how do i locate meter	spoke-found it		
09/30		"	need to make payment plan	spoke-worked out 2 payments per mo.		
10/04		"	question on bill	spoke- she gave us incorrect rdg for bill. got correct rdg. bill adjusted		X
10/09		"	check sent			
10/11		"	question on svc chg	left msg		
10/14		"	requests someone to read his meter	operator read and bill adjusted	X	X
		"	gave reading	ok		
10/16		"	gave readin g	bill adjusted		X
		mail	gave reading	"		X
		"	"	"		X
10/17		"	"	"		
10/18		"	said arrearage was paid	checked records, not paid and advised her		
10/21		phone	house being sold	gave reading, sent final bill		
		"	checked rdç today, sent picture	meter looks good, usage is high, possible leak		
		mail	gave reading	bill adjusted		X
		"	"	"		X
		"	"	bill ok-minimum		
10/23		phone	got final notice	left msg-need a reading		
10/24		"	sending check	ok		
		"	gave reading	bill adjusted		X
10/28		"	"	"		X
10/29		"	low water pressure	fire dept using hydrants, short term		
10/30		"	needs new bill in her name	name changed-sent bill		
11/01		"	gave rdg,	ok	X	
11/04		"	needs shut off for repairs	referred to operator		X
11/06		email	gave rdg,	bill adjusted		

11/11		mail	sent check copy	account credited	
11/13		"	said estimate was wrong	did not give current reading	
11/14		phone	meter leaking	spoke-referred to operator	X
		"	needs outside valve shutoff for inside repair	referred to operator	X
11/15		"	company needs check replaced-bank error	spoke, they will send-ok	
11/18		"	sending ck doday and next wk	ok	
		"	sending ck this wk	ok	
11/19		"	msg-said paid bill in Oct	left msg , that ck was forv prior bill	
11/21		"	sending ck this wk	ok	
		"	"	"	
		"	"	"	
11/29		"	new customer	spoke, ok	
12/02		"	can he pay by card	spoke, not approved by nys	
12/09		"	update address	left msg	
12/10		"	check sent	ok	
12/23		"	sending \$500 1/1	ok	
12/24		"	needsamount owed, change address	spoke-ok	
		"	sent check-not cashed	left msg-check never received	
01/03/25		"	sent redg-no bill yet	left msg-bills just went out	
01/07/25		"	needs amount owed	spoke-ok	
		"	gave rdg,	ok	
		"	gave rdg,	bill adjusted	X
		"	"	ok	
01/08/25		"	needs amount owed	spoke-ok	
01/15/25		"	gave rdg,	ok	
01/16/25		"	gave rdg,	bill adjusted	X
		"	will send ck 1/30	ok	
01/17/25		"	can he do autopay	left msg-not rec.	
		"	gave rdg,	bill adjusted	X
		"	"	"	X
		"	sending ck this wk	ok	
		"	low pressure	operator was there-fixed	X
01/20/25		"	sending ck	ok	
		mail	thank you, happy new year		
01/22/25		"	gave rdg,	bill adjusted	X
		phone	gave rdg,	"	X
01/24		"	did we receive their check?	yes	
		"	sending check	ok	
01/27		"	can he pay by credit cd	spoke-no	
01/31		"	meter leaking	referred to operator	X
02/04		"	house closing	discuss bill	
02/05		"	sending ck 3/2	ok	
		"	check sent, not cashed	spoke-ck not received	
02/07		"	sending ck 3/2	ok	
02/10		mail	paid bill, sent rdg	account adjusted	X
		"	paid part	spoke-calle	X
02/12		phone	what is his balance owed	left msg	
02/13		"	did we receive check?	yes-rcd. can't leave msg	
		"	sending ck	ok	
		"	"	ok	
02/17		"	sending new ck	ok	
02/19		"	sent \$350, 400 next wk	ok	
		"	sent 320	ok	
02/21		"	sending ck	ok	
		"	"	ok	
02/26		"	what is balance owed	spoke-will send	
02/28		"	sending ck	ok	
		"	gave rdg,	bill adjusted	X
		"	"	"	X

03/04	emails	not getting water	emailing-system is ok, advised him to check his lines, valve, tank		
03/10	phone	needs amt due	spoke-will send		
03/19	mail	gave rdg,	bill adjusted	X	
03/21	phone	needs balance	spoke-will send		
03/24	"	was last bill paid	spoke-yes		
03/26	"	question on bill	spoke-she will get reading		
03/27	"	question on bill	left msg-no call back		
03/28	"	"	spoke- explained, he will check reading		
03/31	"	gave reading	bill adjusted		X
04/01	"	question on bill, wants us to check mtr	referred to operator	X	*
04/04	text/phone	gave rdg,	bill adjusted		X
04/04	phone	did not receive bill for #19	in mail		
04/04	"	gave rdg,	bill adjusted		X
04/04	"	question on sent rdg	spoke-bill adjusted		X
04/04	"	gave rdg,	bill adjusted		X
04/04	email	"	"		X
04/11	mail	will send checks startin this week	spoke-set a schedule		
04/15	"	sent .20 extra by error-keep as a tip	haha		
04/21	"	question on bill	no phone #		*
04/23	"	sent email address to get rdgs	sent to lisa		
04/25	phone	meter leaking	referred to operator-meter changed		X
04/28	"	question on service chg	spoke-took off charge		
04/30	"	brown water	referred to operator. problem is his pipes		X
05/02	"	gave rdg,	bill adjusted		X
05/03	"	thinks usage is high-asked to check mtr	operator checked mtr-ok	X	
05/04	"	gave rdg,	bill adjusted		X
05/05	"	may need shut off at curb-inside work	referred to operator		
05/06	"	sent \$1000 check-error	spoke-ripped up check-replaced		
05/07	"	may need to do inside work	referred to operator		
05/08	"	question on bill	spoke-ok		
05/09	"	gave rdg,	bill adjusted		X
05/10	"	sending check	ok		
05/11	"	wants to set up pay plan	spoke-set u #VALUE!		X
05/12	"	will send check 5/22	ok		
05/13	"	check sent-will send bal.	ok		
05/14	"	will send check Sat.	ok		
05/15	"	will send 200 monday	spoke, ok		
05/16	"	chang first name on bill	ok		
05/17	"	will send ck	ok		
05/18	"	sent ck on 4/15-will send bal.	ok		
05/19	"	has no water	asked operator to stop by- no one there	X	
05/20	"	sending check today	ok		
05/21	"	check sent today	ok		
05/22	"	sending check almost all balaance due	ok		
05/23	"	how to pay	spoke-advised him to have bank send		
05/24	mail	gave rdgs	bill correct		
05/25	phone	needs curb box marked	refer to operator	X	
05/26	"	sending check again	ok		
05/27	"	did we receive check?			
05/28	"	sending check	ok		
05/29	"	brown water	need part for iron filter	X	
05/30	"	"	"	X	
05/31	"	gave rdg-sending ck	bill adjusted		X
06/01	"	gave rdg	"		
06/02	"	when is the reading due	left messag		
06/03	mail	shut off at curb	refer to operator	X	
06/04	"	gave rdg	bill adjusted		X
06/05	phone	mother called-selling, will send ck	ok-rec		

06/29	"	low pressure	left msg-system ok per operator	X
	"	brown/no water	mains being flushed-notice given to town-police	
	"	amount owed?	msg	
07/01	"	gave rdg	bill adjusted	X
	"	gave rdg	called back-left msg	
07/03	"	"	called back-could not leave msg	
07/05	"	wet groundd	referred to operator-not seen	X
07/07	"	wants to pay bill	called-left msg	
	"	gave rdg	bill adjusted	X
	"	"	bill adjusted	X
07/09	"	estimated bill	left msg-not returned	
07/11	"	can I pay by card	spoke-cant use card now	
	"	change name on acct	done	
07/14	"	sending ck end of month	ok	
	"	needs amt due	spoke -ok	
07/16	"	sending ck in 5 days	"	
07/17	"	sending ck	ok	
08/08	"	sending \$700, needs balance	left msg	
	"	house sold , sending ck	spoke -ok	
	"	gave rdg-bill adjusted	"	X
	"	sending ck today, more on fri	ok	
08/08	mail	not getting emails from operator	sent her email address to lisa	
	"	thinks meter is new and bill wrong	not a new mtr, left msg-not returned	
	"	sent rdg.	bill adjusted	X
	"	gave rdg	"	X
	"	unhappy with iron filter repairs	repair work done promptly	
	"	wants actual rdgs and 3 wks free	he does not provide us rdgs when card is left	
	"	thanks us for patience in payment	ok	
	"	gave rdg	bill adjusted	X
	"	sent rdg on 6/24. got est bill	rdg not received. bill adjusted	X
08/12	phone	sale and purchase	Podes-spoke	
	"	new owner	spoke -ok	
08/13	"	meter leaking	referred to operator-mtr changed	X
	"	question on bill	left msg, bill ok	
	"	"	spoke-ok	
	"	"	"	
08/14	"	new owner	"	
08/18	"	wants to pay bill	spoke-told him to send ck	
08/19	"	check pd in aug	spoke-still owes balance-ok	
	"	check sent	spoke-ck recd	
08/21	"	needs curb shutoff for inside work	referred to operator	X
	"	question on bill	spoke	
09/03	"	did check bounce	spoke-no ck recd-will send	
08/11	mail	sent reading	bill ok-left message 08/11	
07/21	"	said was billed for over the minimum	usage based on meter-left message	
09/04	phone	house beig sold	spoke-sent final bill	

**STAFF OF THE DEPARTMENT OF PUBLIC SERVICE
INTERROGATORY/DOCUMENT REQUEST**

**Case 25-W-0328
Minor Rate Filing of Hudson Valley Water Companies, Inc.**

Request No.:	DPS-24
Requested By:	Mohua Chakraborti
Information Requested of:	Hudson Valley Water Co., Inc.
Date of Request:	September 12, 2025
Response Due Date:	September 22, 2025
Date of Response:	
Name & Position of Respondent:	
Subject:	Sanitary Survey

NOTE: In all interrogatories, any requests for workpapers, supporting documentation or calculations shall be construed as requesting such materials in MS Excel or other computer spreadsheet models in original electronic format with all formulae intact and unlocked.

1. Provide a copy of the most recent Sanitary Survey report provided by the Department of Health for each of the Company's systems.

RESPONSE

1. Copies of the most recent Sanitary Survey reports are attached

Water System Field Compliance Inspection Summary Report

Operation: HUDSON VALLEY WATER CO # 1 (ID: 317398)
Facility Name: HUDSON VALLEY WATER CO # 1
Facility Code: NY5503387
Facility Address: mt Marion Park , Saugerties, NY 12477
NYS Public Water Supply (PWS) ID: NY5503387

To the Attention of:

Jeff Vogt

Sanitary Survey

Date: December 28, 2023 04:03 PM
Inspector: Scott Benson (scott.benson@co.ulster.ny.us)
Responsible Person: Mike Greco
Additional Email(s): [REDACTED]

Summary

Number of Critical Violations Found: 1
Number of Other Violations Found: 0
Number of Deficiencies Found: 0

Each item found in violation is reported below along with the code requirement.

CRITICAL VIOLATIONS FOUND

5-1.71(B): EXERCISE DUE CARE AND DILIGENCE IN THE OPERATION AND MAINTENANCE OF A WATER

Corrected at time of inspection? No

Inspector Findings: Treatment building in serious disrepair questionable structural integrity. Vector control is not possible and serious concerns for safety of sources and treatment equipment are present.

NO NON-CRITICAL VIOLATIONS REPORTED

NO DEFICIENCIES REPORTED

Water System Information

Source Type: Ground,
Type of Disinfection: Chlorine (Cl),
Disinfection Waiver Issued? No
Coliform Surveillance Sample Collected? No
Chlorine Residual Reading(s):
1) Cl Residual: 1.37 Time: 4:15 PM Location: Entry point

Water System Notes:

Comments: Water treatment building access is unsecured, gate needs to be replaced and area properly secured. Serious concerns for structural integrity of treatment building and safety concerns for operator access.



Inspector: Scott Benson (scott.benson@co.ulster.ny.us)



Received by: Mike Greco

Photo

Caption



Collapsing ceiling, support beam held up by 2x4s and bottle jack.



Exterior wall lacking insulation, major damage to structure from weathering



crumbling walls inside treatment building



Exterior wall in disrepair, unable to provide vector control.
Concerns for structural integrity



Backwash well pit not properly secured, serious potential
for injury or unapproved access

Water System Field Compliance Inspection Summary Report

Operation: HUDSON VALLEY WATER CO.#2 (ID: 317397)
Facility Name: HUDSON VALLEY WATER CO. #2
Facility Code: NY5503384
Facility Address: center Street, High Falls, NY 12440
NYS Public Water Supply (PWS) ID: NY5503384

To the Attention of:

Jeff Vogt

Sanitary Survey

Date: December 28, 2023 04:29 PM
Inspector: Scott Benson (scott.benson@co.ulster.ny.us)
Responsible Person: Mike Greco
Additional Email(s): maghunter@live.com

Summary

Number of Critical Violations Found: 0
Number of Other Violations Found: 0
Number of Deficiencies Found: 2

Each item found in violation is reported below along with the code requirement.

NO CRITICAL VIOLATIONS REPORTED

NO NON-CRITICAL VIOLATIONS REPORTED

DEFICIENCIES FOUND

SOURCE

Level of deficiency: Minor
Inspector Findings: Safe and clear access is not possible to well heads. Regular inspection is part of routine operation, without proper access this cannot be performed.

PUMPS

Level of deficiency: Significant
Inspector Findings: Pumps and Valve pit are very old and a potential source of catastrophic failure. Consideration should be given to upgrading system. Regular maintenance is not possible on existing valves due to age of equipment and potential breakage.

Water System Information

Source Type: Ground,
Type of Disinfection: Chlorine (Cl),
Disinfection Waiver Issued? No
Coliform Surveillance Sample Collected? No
Chlorine Residual Reading(s):
1) **Cl Residual:** 2.11 **Time:** 3:10 PM **Location:** Entry point

Comments:



Inspector: Scott Benson (scott.benson@co.ulster.ny.us)



Received by: Mike Greco

SDWIS/State Water System Sanitary Survey Report Ulster County Health Dept
PWS Name: HUDSON VALLEY WATER CO #3 - PWS ID: NY5503370

Basic Information

State PWS Type Code: C-Community water system	Federal PWS Type Code: C-Community water system
Principal County: ULSTER	Principal City: HURLEY (T)
Activity: A	Owner Type: P-Private
Federal Primary Source Type: GW-Ground water	State Primary Source Type: GW-Ground water
System Population: 56	Total Service Connections: 16
Last Sanitary Survey: December 03, 2024	

Status Completed **Most Significant Deficiency** Recommendation **Date of Sanitary Survey** 12/3/2024

Sanitary Survey Frequency: Every 3 Year(s)

Next Sanitary Survey 12/3/2027

Water System Notification Date

System Level Observations

Source No deficiencies or recommendations	Pumps (fac, cntls, etc.) No deficiencies or recommendations
Treatments No deficiencies or recommendations	M and R and Data Verification No deficiencies or recommendations
Distribution System No deficiencies or recommendations	Management and Operations No deficiencies or recommendations
Finished Water Storage Recommendation(s) made	Operator Compliance No deficiencies or recommendations
Financial No deficiencies or recommendations	Security No deficiencies or recommendations
	Other Not Applicable

Overall Comments: 0.4 Cl @ Epipe sticking out above pump house is broken - vent for tank needed

Specific Deficiencies

Persons on site for Sanitary Survey

William Carranza

SDWIS/State Water System Sanitary Survey Report Ulster County Health Dept
PWS Name: HUDSON VALLEY WATER CO #4 - PWS ID: NY5503371

Basic Information

State PWS Type Code: C-Community water system	Federal PWS Type Code: C-Community water system
Principal County: ULSTER	Principal City: HURLEY (T)
Activity: A	Owner Type: P-Private
Federal Primary Source Type: GW-Ground water	State Primary Source Type: GW-Ground water
System Population: 221	Total Service Connections: 69
Last Sanitary Survey: December 03, 2024	

Status Completed **Most Significant Deficiency** Recommendation **Date of Sanitary Survey** 12/3/2024

Sanitary Survey Frequency: Every 3 Year(s)

Next Sanitary Survey 12/3/2027

Water System Notification Date

System Level Observations

Source No deficiencies or recommendations	Pumps (fac, cntls, etc.) No deficiencies or recommendations
Treatments No deficiencies or recommendations	M and R and Data Verification No deficiencies or recommendations
Distribution System No deficiencies or recommendations	Management and Operations No deficiencies or recommendations
Finished Water Storage Recommendation(s) made	Operator Compliance No deficiencies or recommendations
Financial No deficiencies or recommendations	Security Recommendation(s) made
	Other Not Applicable

Overall Comments: 1.5 Cl @ EPWells #1 and #3 inactive, Wells #2, #4, and #5 in useVent for tank needs screenShed needed for storage of chemical barrels

Specific Deficiencies

Persons on site for Sanitary Survey

William Carranza
Scott D Michaels

SDWIS/State Water System Sanitary Survey Report Ulster County Health Dept
PWS Name: HUDSON VALLEY WATER CO #5 - PWS ID: NY5503416

Basic Information

State PWS Type Code: C-Community water system	Federal PWS Type Code: C-Community water system
Principal County: ULSTER	Principal City: OLIVE (T)
Activity: A	Owner Type: P-Private
Federal Primary Source Type: GW-Ground water	State Primary Source Type: GW-Ground water
System Population: 75	Total Service Connections: 25
Last Sanitary Survey: December 03, 2024	

Status Completed **Most Significant Deficiency** Recommendation **Date of Sanitary Survey** 12/3/2024

Sanitary Survey Frequency: Every 3 Year(s)

Next Sanitary Survey 12/3/2027

Water System Notification Date

System Level Observations

Source No deficiencies or recommendations	Pumps (fac, cntls, etc.) Recommendation(s) made
Treatments No deficiencies or recommendations	M and R and Data Verification No deficiencies or recommendations
Distribution System No deficiencies or recommendations	Management and Operations No deficiencies or recommendations
Finished Water Storage No deficiencies or recommendations	Operator Compliance No deficiencies or recommendations
Financial No deficiencies or recommendations	Security No deficiencies or recommendations
	Other Not Applicable

Overall Comments: 0.8 Cl @ EP Recommended to fix Pump #1

Specific Deficiencies

Persons on site for Sanitary Survey

William Carranza
Scott D Michaels

STAFF OF THE DEPARTMENT OF PUBLIC SERVICE
INTERROGATORY/DOCUMENT REQUEST

Case 25-W-0328
Minor Rate Filing of Hudson Valley Water Companies, Inc.

Request No.:	DPS-35
Requested By:	Raynor Quiah
Information Requested of:	Hudson Valley Water Co., Inc.
Date of Request:	December 4, 2025
Response Due Date:	December 15, 2025
Date of Response:	
Name & Position of Respondent:	
Subject:	October 2025 Do Not Drink Order

NOTE: In all interrogatories, any requests for workpapers, supporting documentation or calculations shall be construed as requesting such materials in MS Excel or other computer spreadsheet models in original electronic format with all formulae intact and unlocked.

1. Provide the Operations and Maintenance expenses incurred as a result of the Do Not Drink Order, originally put in place for System No. 5, on October 19, 2025.
 - a. Provide all supporting documentation for these expenses.
 - b. If there are any outstanding expenses yet to be invoiced, provide an explanation of those expenses and an estimate of their costs.
 - c. For each expense, indicate whether funds utilized were taken from the Company's escrow account.
2. Provide a list of capital investments, if any, related to the resolution of the October 19, 2025 Do Not Drink Order.
 - a. Include a description of the investment, the date put in service, and any supporting estimates or quotes, inclusive of materials, labor, design, etc.

RESPONSE

1. a. Expenses incurred due to the media replacement and Do Not Drink Order of Oct. 19, 2025 are listed below:

1. Safe Water Systems October invoice- copy attached	\$1,475
2. North Dome Operations invoices 3176 and 3191- copies attached	1,700
	1,700
3. Troncillito Brothers, water tanker-invoice copy attached	4,370
4. ESC Environmental invoices 1005142 and 1005127- new media for Filters- invoice copies attached	7,339
	7,023

As of now, Safe Water Systems invoice and North Dome invoice 3176 have been paid from the regular operating account. Troncillito and both ESC invoices were put on a credit card.

1. b. Invoices outstanding which could be received shortly include:

1. North Dome for actual media replacement. Best estimate	\$10,000
2. Safe Water Systems for work on filters and testing to go back to normal Operation	5,000
3. Testing	240

1. c. As of now no we believe that all expenses should be taken from the escrow account due to Other capital expense work being performed on the pumphouse at Mt Marion. Since there is a deficiency in the escrow account, the Company requests that the quarterly surcharge be increased to an amount sufficient to cover a loan which must be taken out to pay for these Expenses
2. There are none of these expenses relating to the Do Not Drink Order which the Company believes should be capitalized



ESC Environmental

6 Redwood Drive
Glenville, NY 12302

Invoice

DATE	INVOICE #
11/14/2025	1005127

BILL TO
Hudson Valley Water Company 12 Niles Drive Woodstock, NY 12498

SHIP TO
Hunter Water Plant c/o Joe Myers 49 Ethel Court Hunter, New York 12442

P.O. NO.	TERMS	REP	SHIP VIA
jeff Fuller	Due on receipt	JD	mtr fgt/Lift ...

ITEM	QUANTITY	DESCRIPTION	RATE	AMOUNT
MetaSorb	8	MetaSorb Resin for Arsenic removable sold in 1 Cu/ft boxes	849.76	6,798.08
Shipping	1	shipping and handling	225.00	225.00

Thank you for your business.

Total

\$7,023.08

For questions regarding invoice call 518-384-1103

Phone #	Fax #	E-mail
518-384-1103	518-384-1549	jdwyer@escenvironmental.onmicrosoft.com



ESC Environmental

6 Redwood Drive
Glenville, NY 12302

Invoice

DATE	INVOICE #
11/29/2025	1005142

BILL TO
Hudson Valley Water Company 12 Niles Drive Woodstock, NY 12498

SHIP TO
Hudson Valley Water Company Pineypoint Rd and Mountain Jeff Clark 845-679-1400 Boiceville, New York 12412

P.O. NO.	TERMS	REP	SHIP VIA
	Due on receipt		mtr fgt/Lift ...

ITEM	QUANTITY	DESCRIPTION	RATE	AMOUNT
BILL TO			0.00	0.00
Arsenex	8	Arsenex 1 cu/Ft Resin for the removal of arsenic. it is a resin not a absorbent	901.75	7,214.00
Shipping	1	shipping and handling	125.00	125.00

Thank you for your business.	Total	\$7,339.00
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For questions regarding invoice call 518-384-1103

Phone #	Fax #	E-mail
518-384-1103	518-384-1549	jdwyer@escenvironmental.onmicrosoft.com

Troncillito Brother's Inc.

33 Miki Lane
Marlboro, New York 12542

Phone # 845-236-4616 TroncillitoBros@aol.com
Fax # 845-236-3671

Date	Invoice #
12/3/2025	13879

PAID
12/03/2025

Bill To
Hudson Valley Water Copmany
jobsite: 14 Beechford Rd
Boyceville, NY

P.O. No.	Terms	Project
	Due on receipt	

Quantity	Description	Rate	Amount
1	Spot Tank 14 Beechford Rd, Boyceville	1,100.00	1,100.00T
6	Tank Rental Weekly - 10/20-12/3/2025	450.00	2,700.00T
1	Pick Up Tank - 12/3/2025	550.00	550.00T
1	Environmental Water Test	20.00	20.00T
	Gales Tax	0.00%	0.00
		Total	\$4,370.00

Safe Water Systems, LLC
NYS certified Operations and Maintenance

Hudson Valley Water Company
C/O Mr. J. Fuller
83 Eagle Chase
Woodbury, NY 11797

October 2025 Invoice

November 17, 2025

Previous Invoice		10200	
Payment rec'd ck 1316		2300	
ck 1321		3090	
Balance due			3090

?

back to 10/24

Monthly Operations	Current charges	1510	1510
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#3

Run air compressor	n/c		
Trim hedges along driveway	100		
Install roadside markers (inc.cost of markers)	100		
Water main flush including notices	400		
subtotal	600		600

#4

PFAS sampling	100		
U Dig calls	35		
Trim hedges; install no trespassing signage	125		
subtotal	260		260

\$ 1475

#5

Water quality parameter sampling as per UCDOH	100		
Adjust timer to well to keep consistent with excess	n/c		
Filter backwash due to excessive pressure (10/11,14,15,19X2)	1200		
Cut back at water treatment plant, holding tank and driveway	100		
Clear reservoir overflow	75		
Bypass arsenic treatment, contact UCDOH, notices to consumers	275		
Air compressor fails twice; replaced with interim unit then install newly purchased Compressor (includes parts)	500		
Quarterly arsenic sampling	50		
subtotal	2300		2300

EXPENSES DUE TO DO NOT DRINK ORDER

4670 ✓

Total Amount Due

~~7700~~

Scott and Lisa B Michaels

Safe Water Systems, LLC

166 Van Vlierden Rd Saugerties, NY 12477

INVOICE

North Dome Operations, Inc.
18 Cedar St
Catskill, NY 12414-1105

jmwat@verizon.net
+1 (518) 528-8842

Vilh

Bill to
Hudson Valley Water
Attn: Jeff Fuller
83 Eagle Chase
Woodbury, NY 11797

Invoice details

Invoice no.: 3176
Terms: Net 30
Invoice date: 10/29/2025
Due date: 11/28/2025

#	Product or service	Description	Qty	Rate	Amount
1.	Fuller	Service filter in Boiceville - 1 service call at \$1700/service call. Filter media appears to be depleted and will need to be replaced.	1	\$1,700.00	\$1,700.00
				Total	\$1,700.00

INVOICE

North Dome Operations, Inc.
18 Cedar St
Catskill, NY 12414-1105

jmwater@verizon.net
+1 (518) 528-8842

Bill to

Hudson Valley Water
Attn: Jeff Fuller
83 Eagle Chase
Woodbury, NY 11797

Invoice details

Invoice no.: 3191
Terms: Net 30
Invoice date: 11/05/2025
Due date: 12/05/2025

#	Product or service	Description	Qty	Rate	Amount
1.	Filter	10/31/2025-2nd service call for Boiceville filter repair - force back wash through filters being clogged - back wash both filters to bring back on line - needs to do the correct procedure for back washing and more frequent cleaning	1	\$1,700.00	\$1,700.00
Total					\$1,700.00



November 3, 2025

Mr. Jeffrey Fuller
83 Eagle Chase
Woodbury, New York 11797
jmf1294@yahoo.com

Dear Jeffrey Fuller,

On Wednesday, October 29, 2025, staff of the Department of Public Service (Department) received correspondence, forwarded by a customer of Hudson Valley Water Companies, Inc. (Hudson Valley), explaining that a Do Not Drink Order (Order) is in effect for Hudson Valley's System #5. According to the correspondence, the Order went into effect on October 19, 2025, and a water tanker has been parked on Beechford Drive, starting October 20, 2025, for customers to obtain potable water. The correspondence from the customer included an email from Scott Michaels, dated October 19, 2025, referring to the Order. Title 16 of the New York Codes, Rules and Regulations §503.3 pertains to the notification of the Department regarding major system impairments. This regulation applies to all water corporations under the Commission's jurisdiction regardless of the number of customers served and the Commission's Order Approving Rate Increase with Modifications issued May 19, 2023, in Case 22-W-0357 explicitly recited this requirement to ensure Hudson Valley is aware of and complies with it. Under 16 NYCRR §503.3 (b),

“...**Immediate notice** by telephone or telefacsimile shall be given **to the department** by each water corporation of all interruptions to, or **major impairments of, service of a duration of four hours or more which affect the continuity of service to five or more customers or one percent of the total number of customers served, whichever is larger**, or which affect available fire flows. Notice shall also be given of **any accident or damage to portions of the plant which might lead to such interruptions of service**. If such interruption occurs after 4:45 p.m. and before 8:30 a.m., and notice is to be transmitted by telephone, such notice shall be given promptly on the next business day following the interruption. A written report of all such interruptions shall be filed with the department within five business days following that in which the interruption occurred.”

In addition, Hudson's Valley's emergency plan has a phone number and email address to contact the Department. Based on the above information, we are seeking the following information.

1. What are the system conditions that required the issuance of the Do Not Drink Order on October 19, 2025?
2. Provide a timeline of the events leading to the issuance of the Do Not Drink Order.

Hudson Valley's System #5 October 19, 2025 Do Not Drink Order

3. Provide a timeline of the actions Hudson Valley has taken to repair the system conditions thus far.
4. What actions are still required and what is the estimated time for completing the repair of the system conditions that required the issuance of the Do Not Drink Order?
5. When is the Do Not Drink Order expected to be lifted?
6. Besides by the email from Scott Michaels dated October 19, 2025, when and how did Hudson Valley notify its customers of the Do Not Drink Order?
7. When and how did Hudson Valley notify the Department of Public Service of this major system impairment? Provide documentary support.

Hudson Valley is to provide responses to the above questions by Friday, November 7, 2025. If you have any questions, you may contact myself, or Joshua Gonyea by email at PSCWater@dps.ny.gov or by phone at 518-486-2436.

Regards,

Charles Coryer
Assistant Counsel

Hudson Valley Water Co
83 Eagle Chase
Woodbury, NY 11797
(516)802-7103

Response to the DPS letter of 11/3/25:

The System has a filtered arsenic removal system there to reduce the arsenic content occurring naturally in the water. This system contains 2 tanks with media inside to do this. In the past, we have had to change this media every 3-5 years and did change it in Dec, 2023. In fact the test of the arsenic level on Oct 8, 2025 more than met the acceptable requirements.

The removal system needs to be “bumped” periodically to loosen the media so that water can pass through and relieve the pressure. In the middle of October it began to get more difficult to relieve this pressure and had to place the system on bypass of the filters. We then called in an expert consultant on Oct 24, who spent a few days there between then and Oct 28, and took the system off bypass, however the pressure continued to build up. Therefore we had to place the system on bypass again. In all this time, we have been providing water service to the community for all uses except drinking. The do not drink notice will be lifted as soon as the media is changed and a water test for arsenic level is done. The test should take 1 day.

He then informed us that we would have to completely change the media again and we immediately contacted the supplier. After consultations as to which product would be the best, we then ordered the new media.

The first shipment of the media was shipped yesterday and will be delivered and installed immediately on receipt. The water must then be tested and if ok, regular service could resume at end of the week.

The Company has notified its customers of the situation by email and hand notice. In addition, the Dept of Health has been keeping customers informed



November 14, 2025

Mr. Jeffrey Fuller
83 Eagle Chase
Woodbury, New York 11797
jmf1294@yahoo.com

Dear Jeffrey Fuller,

We are in receipt of your November 14, 2025 response to the Department of Public Service's (Department) letter dated November 3, 2025 regarding the October 19, 2025 Do Not Drink Order (Order) in effect for Hudson Valley Water Companies, Inc.'s (Hudson Valley) System #5 in Boiceville. The Department has received numerous inquiries regarding the status of work to be done to lift the Order. As a result, to keep Hudson's Valley's customers up-to-date regarding the progress of work completed and to be done, the Department is requesting the following.

1. Hudson Valley contact its System #5 customers with updates regarding the media replacement and next steps.
2. Provide a copy of the email used to notify customers of the updated status of work associated with the Do Not Drink Order, with email addresses that were used shown.
3. Provide the current list of customers in System No. 5. For each customer, identify the mailing address for the water service account and the email address for the customer.
4. Provide a copy of the email used to initially notify System #5 customers of the Do Not Drink Order, which was sent out on October 19, 2025, with email addresses that were used shown.

Hudson Valley is to complete request #1 immediately. Hudson Valley is to provide responses to the remaining requests by Friday, November 21, 2025 to the Department's Record Access Officer. Send a cover letter addressed to the Records Access Officer stating that the attached information is in regards to Case 24-W-0105 and contains confidential customer information. Include a full (unredacted) version of the company's response (showing both confidential and non-confidential information) with your submission to the Records Access Officer.

Records Access Officer Contact Information

Records Access Officer
New York State Department of Public Service
Agency Building 3
Albany, New York 12223-1350
E-mail: recordsaccessofficer@dps.ny.gov

Hudson Valley's System #5 October 19, 2025 Do Not Drink Order

If you have any questions, you may contact Joshua Gonyea by email at PSCWater@dps.ny.gov or by phone at 518-486-2436.

Regards,

/s/ Nicola Jones-Hall

Nicola Jones-Hall
Chief, Downstate Rates & Tariffs
Office of Rates & Tariffs



November 26, 2025

Via email

William Carranza
Assistant Public Health Engineer
Ulster County Department of Health
Golden Hill Office Building
239 Golden Hill Lane
Kingston, NY 12401

RE: Hudson Valley Water Companies, Inc. System No. 5 Service Outage

Dear Mr. Carranza

The Department of Public Service is actively reviewing the latest operation issues associated with the Arsenic Removal System failure in System No. 5 in Boiceville. As you know, the regulatory oversight of this system is shared between the Public Service Commission (Commission), Department of Public Service (Department), and the Ulster County Department of Health (UCDOH). Continued cooperation between our offices is required to ensure safe and reliable water service to Hudson Valley Water Companies, Inc.'s (HVWC) customers. As such, we require UCDOH's answers to the below questions to develop and support any future Commission actions regarding HVWC. Given UCDOH's distinct regulatory responsibilities over HVWC, several of the below questions will request that UCDOH provide its interpretation and application of regulations, statutes, or other requirements relevant to UCDOH's authority.

We may also need to make responses to the below questions public as part of future Commission or Department filings or determinations relating to HVWC. Therefore, we request that UCDOH provide answers in PDF format and provide any supporting documentation or attachments as distinct documents/files.

Please answer the following:

1. What is the shelf "stability" of the arsenic filter media HVWC utilizes in its filtration system? Is it reasonable for HVWC to maintain a supply of replacement media, or purchase it in advance of its expected need without the risk that it would no longer be useable when actually needed? Please provide any applicable DOH regulations, statutes, Company procedures, or other requirements regarding maintenance of filtration equipment.
2. What is the exact process HVWC must undertake to replace the filter media? Provide any supporting documentation, any applicable DOH regulations, statutes, Company procedures, or other requirements regarding such filter replacements or similar system maintenance, as well as any violations of such requirements UCDOH has observed.

William Carranza, Assistant Public Health Engineer
November 26, 2025

3. What typical signs of filter media end-of-life should a similarly situated water company be looking for and how far in advance of end-of-life do such signs typically become observable? Did UCDOH observe that HVWC's filter media had started showing those signs at any point prior to the most recent failure in HVWC's System No. 5 (Boiceville)? Provide any supporting documentation and any applicable DOH regulations, statutes, Company procedures, or other requirements regarding similar system planning.
4. For the most recent outage, when was UCDOH first notified of an issue with the arsenic treatment system in HVWC's System No. 5 (Boiceville), what information did HVWC share with UCDOH, and what information did UCDOH share with HVWC in response to this notification?
5. Is UCDOH aware of any reason HVWC had not ordered new filters prior to the Do Not Drink Order (Order) issued in October of 2025?
6. Which New York State Department of Health's regulations contained in Title 10 of the New York Codes, Rules and Regulations or any other relevant statute or regulation does UCDOH believe HVWC violated in the past three years? Provide citations to specific statutory/regulatory requirements and UCDOH's basis, including any documentary support, for each alleged violation.
7. What triggered HVWC's System No. 5's Order issued October 19, 2025? Specify if the Order was triggered by the results of water sample testing, testing of the arsenic treatment system, the water supply bypassing the arsenic treatment system, or specify what other reasons. If the Order was issued from the results of a water sample test, specify the test that was done, when the test was done, the results of the test, and the maximum contaminant level for New York State. Please provide any supporting documentation.
8. If known, what was (or is) the concentration of arsenic in the distribution system without the filters in place? Please provide any supporting documentation.
9. Are there specific health concerns for the concentration of arsenic in the raw water or HVWC's distribution system provided in response to question 8, without the filters? Provide any documents or information the UCDOH would publish or provide to the public either directly or through requirement on a public water supplier.
10. At the concentrations of arsenic experienced during the most recent Do Not Drink Order, what day to day activities are still considered safe and which are not considered safe with regard to the use of the water (e.g., showering & bathing, washing clothes, washing dishes, cooking, etc.)?

In light of System No. 5's current outage, we request that UCDOH provide by December 3, 2025, or as soon as possible to aid in our review. Please feel free to reach out to me to clarify any of the above questions or for any other questions or concerns you may have.

William Carranza, Assistant Public Health Engineer
November 26, 2025

Thank you for your ongoing partnership and have a happy Thanksgiving.

Sincerely,

Charles M. Coryer
Assistant Counsel, Office of General Counsel



December 1, 2025

Via E-mail

Mr. Jeffrey Fuller
Hudson Valley Water Company
83 Eagle Chase
Woodbury, New York 11797
jmf1294@yahoo.com

Lisa and Scott Michaels
Safe Water Systems
Safewatersystems@yahoo.com
hvwccemail@yahoo.com

RE: Case 20-W-0477 – Complaint of 25 or More Customers Against Hudson Valley Water Companies, Inc. Concerning the Company's Ability to Meet its Obligations to its Customers.

Case 22-W-0357 – Minor Rate Filing of Hudson Valley Water Companies, Inc. to Increase its Annual Revenues by About \$44,646.00 or 20.6 Percent.

Case 24-W-0105 – Proceeding on Motion of the Commission to Investigate the Acts and Adequacy of Service Provided by Hudson Valley Water Companies, Inc.

Dear Mr. Fuller and Mr. and Ms. Michaels,

The Department of Public Service understands that Hudson Valley Water Company recently undertook remedial work on the filtration system for System No. 5 in Boiceville and also flushed the water distribution system there. The Department also understands that the company collected samples of water, which have been sent for testing to ensure that the filtration is working properly and water in the distribution system is safe for consumption and use. The Department further understands that the water quality results confirming safe water quality must be provided to the Ulster County Department of Health before the County can lift the "do not drink" order currently in place for System No. 5.

It is imperative that the results be provided to the Ulster County Department of Health as soon as possible. It is also imperative that you provide the water company's customers with the water quality test results.

Given the long delay in providing potable water to your customers, the crucial nature of the test results to remedy this situation, and to ensure the test results are publicly communicated as soon as they are received from the lab, each of you must submit the water quality results

Hudson Valley Water Companies, Inc.
December 1, 2025

to the Secretary to the Commission for posting in the public DMM docket in the three DPS cases listed above. We expect you to submit the results within six hours of receiving them. The email address for submitting such documents is: secretary@dps.ny.gov. The submittal email must contain the case numbers in its "re" line. Until you file the test results with the Secretary, you each must also file a letter in the three DPS cases listed above by 4:00 PM each day reporting on whether you have received the test results of the water samples.

Failure to comply with this directive may result in the issuance of subpoenas or other affirmative action by the Department.

Sincerely,

/s/

Brandon F. Goodrich
Managing Attorney

CC: Michelle L. Phillips, Secretary
Mike Rieder, Director, Office of Rates and Tariffs
Nicola Jones, Chief, Office of Rates and Tariffs
Charles Coryer, Esq.
William J. Carranza,
Ulster County Department of Health,
Residential Water Safety Bureau

December 4, 2025

Via email

Charles Coryer
Assistant Counsel, Office of General Counsel
New York State Department of Public Service
Three Empire State Plaza
Albany, NY 12223

RE: Hudson Valley Water Companies, Inc. System No. 5 Service Outage

Dear Mr. Coryer

Please find the following answers below:

- 1. What is the shelf “stability” of the arsenic filter media HVWC utilizes in its filtration system? Is it reasonable for HVWC to maintain a supply of replacement media, or purchase it in advance of its expected need without the risk that it would no longer be useable when actually needed? Please provide any applicable DOH regulations, statutes, Company procedures, or other requirements regarding maintenance of filtration equipment.**

UCDOH does not know what the shelf stability of the arsenic filter media is. It would be reasonable for HVWC to monitor the pressure differential across their filters and order the media in advance once the pressure is consistently remaining high. This would fall under Part 5. Drinking water supplies subpart 5-1, specifically 5-1.71(b) - Exercise due care and diligence in the operation and maintenance of a water treatment plant and distribution system.

- 2. What is the exact process HVWC must undertake to replace the filter media? Provide any supporting documentation, any applicable DOH regulations, statutes, Company procedures, or other requirements regarding such filter replacements or similar system maintenance, as well as any violations of such requirements UCDOH has observed.**

HVWC must follow the manufacturer instructions on removing old arsenic media. This typically involves putting the filters offline, draining the filter tank of water, removing the media, and installing the new media. Removing the media has taken a longer time at HVWC #5 due to the lack of space

above the filter and the nature of the Metsorb media that was inside the arsenic filter tank. Removal of the media required multiple rounds of air scouring, draining, and scraping to remove the old media. UCDOH has observed that Metsorb media was used instead of the originally installed Arsenex media, which while costing more, would have a longer service life and be easier to install/remove. The use of this new, cheaper media and failure to perform preventative maintenance would be in violation of Part 5. Drinking water supplies subpart 5-1, specifically 5-1.71(b) - Exercise due care and diligence in the operation and maintenance of a water treatment plant and distribution system.

- 3. What typical signs of filter media end-of-life should a similarly situated water company be looking for and how far in advance of end-of-life do such signs typically become observable? Did UCDOH observe that HVWC's filter media had started showing those signs at any point prior to the most recent failure in HVWC's System No. 5 (Boiceville)? Provide any supporting documentation and any applicable DOH regulations, statutes, Company procedures, or other requirements regarding similar system planning.**

A water company should keep in mind the service life range listed in the data sheets for the arsenic media that is being used. HVWC #5 had a previous outage caused by failure of the arsenic treatment system in 2023. After this issue was resolved, UCDOH implemented a condition that HVWC #5 was to begin the process of ordering new media if the arsenic levels ever exceeded 0.007 mg/L (MCL: 0.010 mg/L). UCDOH did not observe that the filter media had gotten to this point because the arsenic sample test taken on 10/08/25 was still below the UCDOH set arsenic level at 0.00361 mg/L. Please see "*HVWC #5 4Q 2025 Arsenic 100825.pdf*" for test results.

The media did not fail because it was unable to treat anymore arsenic. The media failed because it formed a clay-like substance and clogged the filters, preventing an adequate flow of water, and requiring extensive and frequent backwashing to remain operational. At the time of the most recent outage, the operator had mentioned that the pressure differential across the filter had been high for some time.

In the future, the operator should initiate the process of ordering/changing the filter media if the differential pressure across the filter remains consistently high. This lack of planning and mismanagement of operations would go against Part 5. Drinking water supplies subpart 5-1, specifically 5-1.71(b) – Exercise due care and diligence in the operation and maintenance of a water

treatment plant and distribution system. HVWC #5 has also been using Metsorb arsenic media which is different than the Arsenex media that was originally used. This would also go against 5-1.71(b).

- 4. For the most recent outage, when was UCDOH first notified of an issue with the arsenic treatment system in HVWC's System No. 5 (Boiceville), what information did HVWC share with UCDOH, and what information did UCDOH share with HVWC in response to this notification?**

UCDOH was first notified of an issue via the emergency after-hours help line on 10/19/25 by Scott Michaels, the operator. Scott mentioned that he was having trouble maintaining pressure across the arsenic filters at the plant. UCDOH advised Scott that he should bypass the filters, issue a do not drink order, and order a tanker truck.

- 5. Is UCDOH aware of any reason HVWC had not ordered new filters prior to the Do Not Drink Order (Order) issued in October of 2025?**

No, HVWC should have ordered filters prior to both failing.

- 6. Which New York State Department of Health's regulations contained in Title 10 of the New York Codes, Rules and Regulations or any other relevant statute or regulation does UCDOH believe HVWC violated in the past three years? Provide citations to specific statutory/regulatory requirements and UCDOH's basis, including any documentary support, for each alleged violation.**

HVWC is in violation of 5-1.71(b) – Exercise due care and diligence in the operation and maintenance of a water treatment plant and distribution system. They are in violation due to the following reasons:

- Failure to adequately monitor arsenic filters, which is the same as what caused the water outage in 2023.
- Failure to order media/change out old media until both filters had already become clogged.
- Not using the correct filter media, which lead to a reduced service life.
- The owner stating that he would order the more granular media (Arsenex) and instead ordering the cheaper, more powder like media (Metsorb) for one of the filters, and only informing UCDOH after the order had already been placed. *(Please see HVWC #5 email 110625.pdf)*

- 7. What triggered HVWC's System No. 5's Order issued October 19, 2025? Specify if the Order was triggered by the results of water sample testing, testing of the arsenic treatment system, the water supply bypassing the arsenic treatment system, or specify what other reasons. If the Order was issued from the results of a water sample test, specify the test that was done, when the test was done, the results of the test, and the maximum contaminant level for New York State. Please provide any supporting documentation.**

The October 19, 2025 do not drink order resulted from operational issues regarding the arsenic filter and not from the results of a water sample test. According to the operator, Scott Michaels, there was a high-pressure differential across the filter, which resulted in consistent backwashing being needed to run water through the filters. The filters were clogging up resulting in a loss of pressure on the outlet of the filter. As a result, the do not drink order was issued and the filters were bypassed so they could be serviced.

- 8. If known, what was (or is) the concentration of arsenic in the distribution system without the filters in place? Please provide any supporting documentation.**

A raw water sample taken at the well on 10/21/25 showed that the concentration of arsenic was 0.0143 mg/L. There were no samples taken in distribution while the filters were disconnected. Please see the sample results listed in "*HVWC #5 Raw Water Arsenic 102125.pdf*".

- 9. Are there specific health concerns for the concentration of arsenic in the raw water or HVWC's distribution system provided in response to question 8, without the filters? Provide any documents or information the UCDOH would publish or provide to the public either directly or through requirement on a public water supplier.**

Yes, there is concern that the arsenic in the water could cause stomachaches, nausea, vomiting, and diarrhea if ingested. Children and other vulnerable populations may be especially at risk of these symptoms.

https://www.epa.gov/sites/default/files/2014-03/documents/arsenic_factsheet_cdc_2013.pdf

<https://www.atsdr.cdc.gov/environmental-medicine/hcp/clinicianbriefarsenic/index.html>

<https://wwwn.cdc.gov/tsp/PHS/PHS.aspx?phsid=18&toxid=3>

10. At the concentrations of arsenic experienced during the most recent Do Not Drink Order, what day to day activities are still considered safe and which are not considered safe with regard to the use of the water (e.g., showering & bathing, washing clothes, washing dishes, cooking, etc.)?

Residents should avoid drinking and cooking with the water while the do not drink order is in place. Bathing and washing clothes with water that contains arsenic is not a significant health risk because low levels of arsenic are not readily absorbed through skin. Ingestion/inhalation of arsenic is a larger source of exposure.

<https://www.atsdr.cdc.gov/environmental-medicine/hcp/clinicianbriefarsenic/index.html>

<https://wwwn.cdc.gov/lsp/PHS/PHS.aspx?phsid=18&toxoid=3>

Sincerely,

A handwritten signature in black ink that reads "William Carranza". The signature is written in a cursive, flowing style.

William Carranza

Assistant Public Health Engineer

ENVIRONMENTAL LABWORKS, INC.

October 24, 2025

Jeff Fuller
83 Eagle Chase
Woodbury, NY 11797

COPY

4Q 2025 Arsenic

Dear Jeff,

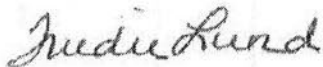
The following are results of the analyses performed on a water sample from **Hudson Valley Water Company #5 - Boiceville, NY** received at the laboratory on 10/08/25.

Date/Time Collected: 10/08/25 4:30am
Collected By: S. Michaels
Project ID: 10082591
Secondary ID: HV254327
PWS ID: 5503416

LOCATION/ SAMPLE ID	PARAMETER	RESULTS	MAXIMUM CONTAMINANT LEVEL	ANALYZED
14 Beechford Bib 10082591-1	EPA 200.8 Arsenic	0.00361 mg/L	0.01 mg/L	10/17/25

The data contained in this report were obtained using EPA or other approved methodologies. This laboratory or any outside laboratory used are NYSDOH certified for these analyses. Vendor laboratory used was ELAP #12150. The results in this report apply to the samples received by the laboratory, analyzed in accordance with the chain of custody document. This analytical report may only be reproduced in its entirety.

Thank you,



for Michael F. Lupi
Laboratory Director

RECEIVED
NOV 10 2025
ULSTER COUNTY DEPT OF HEALTH

ENVIRONMENTAL LABWORKS, INC.

COPY

October 30, 2025

Jeff Fuller
83 Eagle Chase
Woodbury, NY 11797

Dear Jeff,

The following are results of the analyses performed on a water sample from **Hudson Valley Water Company #5 - Boiceville, NY** received at the laboratory on 10/21/25.

Date/Time Collected: 10/21/25 8:40am
Collected By: S. Michaels
Project ID: 10212522
Secondary ID: HV254441
PWS: 5503416

LOCATION/ SAMPLE ID	PARAMETER	RESULTS	Q	ANALYZED
Well Raw 10212522-1	SM2540D-2015 Total Suspended Solids	<1.0 mg/L		10/23/25
	EPA 180.1 Turbidity	<1.0 NTU		10/21/25 4:15pm
	SM23 2340C Calcium Hardness	64 mg CaCO ₃ /L		10/24/25
	SM4500 H+B-2011 pH @ 22.5°C	8.05 std units	K	10/24/25 10:30am
	EPA 200.7(M2) Manganese	0.0959 mg/L		10/27/25
	Iron	<0.0500 mg/L		10/27/25
	EPA 200.8(M2) Arsenic	0.0143 mg/L	X	10/28/25

Qualifier(Q):

- K - Field parameter; received out of hold time. Non-ELAP certified methodology.
- X - Value exceeds Maximum Contaminant Level or other Regulatory Level.

From: [William J. Carranza](#)
To: ["Gonyea, Joshua \(DPS\)"](#)
Cc: ["Marsh, Timothy \(DPS\)"; "Coryer, Charles \(DPS\)"; "Chakraborti, Mohua \(DPS\)"; Jeffrey M. Albert; Amberly Campbell](#)
Subject: RE: Question about status of Hudson Valley
Date: Thursday, November 6, 2025 2:34:00 PM
Attachments: [image001.png](#)

Hi Josh,

Thank you for speaking to me on the phone. As mentioned on our phone call, the latest update I have for HVWC #5 is that Jeff Fuller, the system owner, has informed me that he has ordered new, more granular media from ESC Environmental. This new media should be closer in size and function to the original media from 12 years ago and will hopefully last longer than the media installed 2 years ago. He will update me either tomorrow or on Monday with a more accurate timeline for when the media should arrive. Jeff Fuller estimated the delivery and installation may take at least 3 weeks. However, he was not 100% sure of this. I will send you an update once I learn more information.

William Carranza
Assistant Public Health Engineer

Ulster County Department of Health
Golden Hill Office Building
239 Golden Hill Lane
Kingston, NY 12401
Office: (845) 340-3025
Fax: (845) 340-3045
Email: wccr@co.ulster.ny.us



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From: William J. Carranza
Sent: Monday, November 3, 2025 2:42 PM
To: 'Gonyea, Joshua (DPS)' <Joshua.Gonyea@dps.ny.gov>

Cc: Marsh, Timothy (DPS) <Timothy.Marsh@dps.ny.gov>; Coryer, Charles (DPS) <Charles.Coryer@dps.ny.gov>; Chakraborti, Mohua (DPS) <Mohua.Chakraborti@dps.ny.gov>; Jeffrey M. Albert <jeal@ulstercountyny.gov>
Subject: RE: Question about status of Hudson Valley

Hi Josh,

Please find my answers below:

- **What caused the issuance of the Do Not Drink, and when did the Order get issued?**

The Do Not Drink order was issued due to issues with the arsenic treatment on 10/19/25. The arsenic filters are experiencing very high pressure differentials when in operation, which is causing frequent backwashing to be needed. The operator has stated that the filters are clogging and are not able to produce an adequate flow rate of water. The Do Not Drink order was issued due to the filters being currently bypassed to allow the filters to be serviced.

- **Is there a plan to resolve this or is a resolution in the works? If so, is there a timeframe for when service will be restored and the order lifted?**

The owner hired a contractor to backwash and scour the filter media with air in an attempt to restore the filters to normal operation, but the filters continued to clog up. I have spoken to the owner today and I have been informed that there is a plan to replace the arsenic treatment media. He has inquired with a supplier of media (ESC Environmental) about the price/availability of the media and is waiting for a response. As of right now there is no set timeframe, but he will be reaching out to me to inform me of the supplier's response. I will follow up with him on Wednesday to see if there are any new updates and if he has a better estimate for a timeframe then.

- **Is there potable water available in the interim? If so, how/where?**

Yes, there is a water tanker truck parked on Beechford Drive from Troncillito Brothers Water Services for residents to use as needed. UCDOH has also recommended that bottled water be distributed to the residents. However, none has been handed out at this time.

William Carranza

Assistant Public Health Engineer

Ulster County Department of Health
Golden Hill Office Building
239 Golden Hill Lane
Kingston, NY 12401
Office: (845) 340-3025
Fax: (845) 340-3045
Email: wccr@co.ulster.ny.us



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From: Gonyea, Joshua (DPS) <Joshua.Gonyea@dps.ny.gov>
Sent: Monday, November 3, 2025 8:42 AM
To: William J. Carranza <wccr@ulstercountyny.gov>
Cc: Marsh, Timothy (DPS) <Timothy.Marsh@dps.ny.gov>; Coryer, Charles (DPS) <Charles.Coryer@dps.ny.gov>; Chakraborti, Mohua (DPS) <Mohua.Chakraborti@dps.ny.gov>; Jeffrey M. Albert <jeal@ulstercountyny.gov>
Subject: RE: Question about status of Hudson Valley

[EXTERNAL SENDER]

Good Morning Will,

I know we spoke briefly and you provided some details about Hudson valley on the phone, but can I ask you to reply to this email with a brief overview of the conversation surrounding Hudson Valley, and answering those questions in the email chain below?

If you have questions, please let me know.

Joshua W. Gonyea
Pronouns: He/Him/His
Utility Engineering Specialist 3

Office of Rates and Tariffs

NYS Department of Public Service

3 Empire State Plaza, Albany NY 12223

T (518) 408 1061

From: Timothy B. Rose <tiro@ulstercountyny.gov>
Sent: Thursday, October 30, 2025 3:42 PM
To: Gonyea, Joshua (DPS) <Joshua.Gonyea@dps.ny.gov>; Jeffrey M. Albert <jeal@ulstercountyny.gov>
Cc: Marsh, Timothy (DPS) <Timothy.Marsh@dps.ny.gov>; Coryer, Charles (DPS) <Charles.Coryer@dps.ny.gov>; Chakraborti, Mohua (DPS) <Mohua.Chakraborti@dps.ny.gov>
Subject: RE: Question about status of Hudson Valley

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Joshua – The UCDOH point-of-contact for the water/engineering programs is Jeff Albert.

Jeff – Please provide Joshua with the answers to his questions below. Thank you.

Timothy B. Rose, P.E., BCEE, QEP, M.P.A.
Director of Environmental Health Services

Ulster County Department of Health
Kingston, NY
Office: (845) 340-3031

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From: Gonyea, Joshua (DPS) <Joshua.Gonyea@dps.ny.gov>
Sent: Thursday, October 30, 2025 3:37 PM
To: Timothy B. Rose <tiro@ulstercountyny.gov>
Cc: Marsh, Timothy (DPS) <Timothy.Marsh@dps.ny.gov>; Coryer, Charles (DPS) <Charles.Coryer@dps.ny.gov>; Chakraborti, Mohua (DPS) <Mohua.Chakraborti@dps.ny.gov>
Subject: Question about status of Hudson Valley

[EXTERNAL SENDER]

Good Afternoon Tim,

I'm reaching out as we were notified by a customer that there is another water issue at Hudson Valley Water Companies System No. 5. At this point, we haven't been given much by way of specifics, though largely because the customer does not have much information either. We would greatly appreciate some updates, if you're able. We were informed of a do not drink Order, going back to at least October 19th, and that a tanker truck of potable water would be made available, potentially starting on the 20th. Could you provide some greater details and updates on the situation?

- What caused the issuance of the Do Not Drink, and when did the Order get issued?
- Is there a plan to resolve this or is a resolution in the works? If so, is there a timeframe for when service will be restored and the order lifted?
- Is there potable water available in the interim? If so, how/where?

Any information you could provide would be greatly appreciated. Thank you,

Joshua W. Gonyea
Pronouns: He/Him/His
Utility Engineering Specialist 3
Office of Rates and Tariffs

NYS Department of Public Service

3 Empire State Plaza, Albany NY 12223
T (518) 408 1061

From: [William J. Carranza](#)
To: [Gonvea, Joshua \(DPS\)](#)
Cc: [Marsh, Timothy \(DPS\)](#); [Corver, Charles \(DPS\)](#); [Chakraborti, Mohua \(DPS\)](#); [Jeffrey M. Albert](#)
Subject: RE: Question about status of Hudson Valley
Date: Thursday, November 13, 2025 11:26:05 AM
Attachments: [image001.png](#)

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Hi Josh,

I spoke to Jeff Fuller yesterday, and he informed me that he has ordered two different types of media and they are coming in two separate shipments. He has provided a copy of a bill of lading as proof. The first shipment is for Metsorb media, which has already arrived on-site. This is the more powder-like media that is the same as what is being replaced. The second shipment is for Arsenex media, which will be arriving in December. This is the more granular media that has a longer service life.

Jeff's plan is to install the Metsorb media in one of the filters and put the system back online with the other filter out of service. He will then install the Arsenex media in the other filter and put that back online one it arrives in December. He sited long shipping times for the Arsenex media as his reason for ordering the Metsorb media, since the Metsorb has already shipped and arrived quickly.

The statement that regular service will resume by the end of this week is untrue. The media will be installed this Friday or this upcoming Monday. UCDOH will then require an Arsenic test, for which the results may take several days to come back. If the results come back below the MCL, UCDOH will allow HVWC #5 to resume operation with one filter, with the condition that the other filter be serviced as soon as the shipment of Arsenex media arrives. A more realistic timeline of resuming regular service would be 11/21 or 11/24.

William Carranza
Assistant Public Health Engineer

Ulster County Department of Health
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Email: wccr@co.ulster.ny.us



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From: Gonyea, Joshua (DPS) <Joshua.Gonyea@dps.ny.gov>
Sent: Wednesday, November 12, 2025 10:22 AM
To: William J. Carranza <wccr@ulstercountyny.gov>
Cc: Marsh, Timothy (DPS) <Timothy.Marsh@dps.ny.gov>; Coryer, Charles (DPS) <Charles.Coryer@dps.ny.gov>; Chakraborti, Mohua (DPS) <Mohua.Chakraborti@dps.ny.gov>; Jeffrey M. Albert <jeal@ulstercountyny.gov>
Subject: RE: Question about status of Hudson Valley

[EXTERNAL SENDER]

Good Morning Will –

I just wanted to follow up as its been a couple days. At this point, has Hudson Valley provided a proof of purchase for the new media to you? Jeff contacted our office yesterday, and indicated that the new media has been ordered, and that apparently the first shipment of media was shipped [Monday]. I'm not sure what he means by "first shipment of media" – is it coming in batches? Would he need to wait for all of it?

He also indicated that upon delivery, it would be installed and the water tested, and that "regular service could resume at the end of the week." I would assume that is an extremely optimistic timeline, if not outright fictional, but wanted to touch base with you and ask if DOH had any different updates or thoughts.

Josh

From: William J. Carranza <wccr@ulstercountyny.gov>
Sent: Thursday, November 6, 2025 2:35 PM
To: Gonyea, Joshua (DPS) <Joshua.Gonyea@dps.ny.gov>

Cc: Marsh, Timothy (DPS) <Timothy.Marsh@dps.ny.gov>; Coryer, Charles (DPS) <Charles.Coryer@dps.ny.gov>; Chakraborti, Mohua (DPS) <Mohua.Chakraborti@dps.ny.gov>; Jeffrey M. Albert <jeal@ulstercountyny.gov>; Amberly Campbell <acam@ulstercountyny.gov>
Subject: RE: Question about status of Hudson Valley

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Hi Josh,

Thank you for speaking to me on the phone. As mentioned on our phone call, the latest update I have for HVWC #5 is that Jeff Fuller, the system owner, has informed me that he has ordered new, more granular media from ESC Environmental. This new media should be closer in size and function to the original media from 12 years ago and will hopefully last longer than the media installed 2 years ago. He will update me either tomorrow or on Monday with a more accurate timeline for when the media should arrive. Jeff Fuller estimated the delivery and installation may take at least 3 weeks. However, he was not 100% sure of this. I will send you an update once I learn more information.

William Carranza
Assistant Public Health Engineer

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Email: wcr@co.ulster.ny.us



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From: William J. Carranza
Sent: Monday, November 3, 2025 2:42 PM
To: 'Gonyea, Joshua (DPS)' <Joshua.Gonyea@dps.ny.gov>
Cc: Marsh, Timothy (DPS) <Timothy.Marsh@dps.ny.gov>; Coryer, Charles (DPS) <Charles.Coryer@dps.ny.gov>; Chakraborti, Mohua (DPS) <Mohua.Chakraborti@dps.ny.gov>; Jeffrey M. Albert <jeal@ulstercountyny.gov>
Subject: RE: Question about status of Hudson Valley

Hi Josh,

Please find my answers below:

- **What caused the issuance of the Do Not Drink, and when did the Order get issued?**

The Do Not Drink order was issued due to issues with the arsenic treatment on 10/19/25. The arsenic filters are experiencing very high pressure differentials when in operation, which is causing frequent backwashing to be needed. The operator has stated that the filters are clogging and are not able to produce an adequate flow rate of water. The Do Not Drink order was issued due to the filters being currently bypassed to allow the filters to be serviced.

- **Is there a plan to resolve this or is a resolution in the works? If so, is there a timeframe for when service will be restored and the order lifted?**

The owner hired a contractor to backwash and scour the filter media with air in an attempt to restore the filters to normal operation, but the filters continued to clog up. I have spoken to the owner today and I have been informed that there is a plan to replace the arsenic treatment media. He has inquired with a supplier of media (ESC Environmental) about the price/availability of the media and is waiting for a response. As of right now there is no set timeframe, but he will be reaching out to me to inform me of the supplier's response. I will follow up with him on Wednesday to see if there are any new updates and if he has a better estimate for a timeframe then.

- **Is there potable water available in the interim? If so, how/where?**

Yes, there is a water tanker truck parked on Beechford Drive from Troncillito Brothers Water Services for residents to use as needed. UCDOH has also recommended that bottled water be distributed to the residents. However, none

has been handed out at this time.

William Carranza
Assistant Public Health Engineer

Ulster County Department of Health
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Kingston, NY 12401
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From: Gonyea, Joshua (DPS) <Joshua.Gonyea@dps.ny.gov>
Sent: Monday, November 3, 2025 8:42 AM
To: William J. Carranza <wcr@ulstercountyny.gov>
Cc: Marsh, Timothy (DPS) <Timothy.Marsh@dps.ny.gov>; Coryer, Charles (DPS) <Charles.Coryer@dps.ny.gov>; Chakraborti, Mohua (DPS) <Mohua.Chakraborti@dps.ny.gov>; Jeffrey M. Albert <jeal@ulstercountyny.gov>
Subject: RE: Question about status of Hudson Valley

[EXTERNAL SENDER]

Good Morning Will,

I know we spoke briefly and you provided some details about Hudson valley on the phone, but can I ask you to reply to this email with a brief overview of the conversation surrounding Hudson Valley, and answering those questions in the email chain below?

If you have questions, please let me know.

Joshua W. Gonyea
Pronouns: He/Him/His
Utility Engineering Specialist 3
Office of Rates and Tariffs

NYS Department of Public Service

3 Empire State Plaza, Albany NY 12223
T (518) 408 1061

From: Timothy B. Rose <tiro@ulstercountyny.gov>
Sent: Thursday, October 30, 2025 3:42 PM
To: Gonyea, Joshua (DPS) <Joshua.Gonyea@dps.ny.gov>; Jeffrey M. Albert <jeal@ulstercountyny.gov>
Cc: Marsh, Timothy (DPS) <Timothy.Marsh@dps.ny.gov>; Coryer, Charles (DPS) <Charles.Coryer@dps.ny.gov>; Chakraborti, Mohua (DPS) <Mohua.Chakraborti@dps.ny.gov>
Subject: RE: Question about status of Hudson Valley

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Joshua – The UCDOH point-of-contact for the water/engineering programs is Jeff Albert.

Jeff – Please provide Joshua with the answers to his questions below. Thank you.

Timothy B. Rose, P.E., BCEE, QEP, M.P.A.
Director of Environmental Health Services

Ulster County Department of Health
Kingston, NY
Office: (845) 340-3031

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From: Gonyea, Joshua (DPS) <Joshua.Gonyea@dps.ny.gov>
Sent: Thursday, October 30, 2025 3:37 PM
To: Timothy B. Rose <tiro@ulstercountyny.gov>
Cc: Marsh, Timothy (DPS) <Timothy.Marsh@dps.ny.gov>; Coryer, Charles (DPS) <Charles.Coryer@dps.ny.gov>; Chakraborti, Mohua (DPS) <Mohua.Chakraborti@dps.ny.gov>
Subject: Question about status of Hudson Valley

[EXTERNAL SENDER]

Good Afternoon Tim,

I'm reaching out as we were notified by a customer that there is another water issue at Hudson Valley Water Companies System No. 5. At this point, we haven't been given much by way of specifics, though largely because the customer does not have much information either. We would greatly appreciate some updates, if you're able. We were informed of a do not drink Order, going back to at least October 19th, and that a tanker truck of potable water would be made available, potentially starting on the 20th. Could you provide some greater details and updates on the situation?

- What caused the issuance of the Do Not Drink, and when did the Order get issued?
- Is there a plan to resolve this or is a resolution in the works? If so, is there a timeframe for when service will be restored and the order lifted?
- Is there potable water available in the interim? If so, how/where?

Any information you could provide would be greatly appreciated. Thank you,

Joshua W. Gonyea
Pronouns: He/Him/His
Utility Engineering Specialist 3
Office of Rates and Tariffs

NYS Department of Public Service

3 Empire State Plaza, Albany NY 12223
T (518) 408 1061

From: [William J. Carranza](#)
To: [Gonvea, Joshua \(DPS\)](#); [Jeffrey M. Albert](#)
Cc: [Corver, Charles \(DPS\)](#); [Jones, Nicola \(DPS\)](#); [Chakraborti, Mohua \(DPS\)](#); [Marsh, Timothy \(DPS\)](#)
Subject: RE: Update regarding Hudson Valley System No. 5
Date: Monday, November 24, 2025 2:52:32 PM
Attachments: [image001.png](#)

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Hi Josh,

I just spoke to the contractor who is servicing the filter and with Jeff Fuller today. I have answered your questions below:

Has the installation of the new media been completed?

Yes, the installation of new media in one of the filters was completed on Saturday night.

Are we still awaiting sample results?

Yes, according to the contractor, the water sample is being run up to a lab today, with results expected in 48 hours.

Is there an updated timeline for when the Do Not Drink may be lifted?

The Do Not Drink order may be lifted as early as Wednesday, depending on the results of the water sample.

In a previous email, it was stated that the media would allow one filter to be put in service while awaiting the more permanent media. Is there separate timeline for that? And would that installation require the filters to go offline again?

There is not currently a timeline for servicing the second filter. However, the second set of media did arrive recently, and work will most likely be done after the holiday weekend. I will follow up with a more accurate timeline next week once I hear back from Jeff or the contractor. The filters should be able to run independently from one another. The second filter should be able to be serviced while the first filter is still online.

William Carranza
Assistant Public Health Engineer

Ulster County Department of Health
Golden Hill Office Building
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Kingston, NY 12401

Office: (845) 340-3025
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Email: wccr@co.ulster.ny.us



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From: Gonyea, Joshua (DPS) <Joshua.Gonyea@dps.ny.gov>
Sent: Monday, November 24, 2025 1:17 PM
To: William J. Carranza <wccr@ulstercountyny.gov>; Jeffrey M. Albert <jeal@ulstercountyny.gov>
Cc: Coryer, Charles (DPS) <Charles.Coryer@dps.ny.gov>; Jones, Nicola (DPS) <Nicola.Jones@dps.ny.gov>; Chakraborti, Mohua (DPS) <Mohua.Chakraborti@dps.ny.gov>; Marsh, Timothy (DPS) <Timothy.Marsh@dps.ny.gov>
Subject: Update regarding Hudson Valley System No. 5

[EXTERNAL SENDER]

Good Afternoon,

I just wanted to reach out and ask what the current status may be at Hudson Valley System No. 5.

Has the installation of the new media been completed?

Are we still awaiting sample results?

Is there an updated timeline for when the Do Not Drink may be lifted?

In a previous email, it was stated that the media would allow one filter to be put in service while awaiting the more permanent media. Is there separate timeline for that?

And would that installation require the filters to go offline again?

Thank you for your ongoing help with this situation.

Joshua W. Gonyea
Pronouns: He/Him/His
Utility Engineering Specialist 3

Office of Rates and Tariffs

NYS Department of Public Service

3 Empire State Plaza, Albany NY 12223

T (518) 408 1061

From: [William J. Carranza](#)
To: [Gonvea, Joshua \(DPS\)](#); [Jeffrey M. Albert](#)
Cc: [Corver, Charles \(DPS\)](#); [Jones, Nicola \(DPS\)](#); [Chakraborti, Mohua \(DPS\)](#); [Marsh, Timothy \(DPS\)](#); [Rieder, Michael \(DPS\)](#); [Rieder, Michael \(DPS\)](#)
Subject: RE: Update regarding Hudson Valley System No. 5
Date: Monday, December 1, 2025 11:58:41 AM
Attachments: [image001.png](#)

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Hi Josh,

Below is the most recent update:

11/26/2025

- UCDOH received sample results showing that arsenic was not detected at the filter outlet after the new filter media had been changed.
- Scott Michaels, the operator, mentioned that the tank and lines should be flushed since according to him, water had not ran through the lines after the filter was changed.
- UCDOH instructed the do not drink order to be removed with the condition that the storage tank and water lines be flushed prior to putting the water system back online.
- Scott Michaels stated that he was unable to flush the tank/lines due to lack of a hydrant and that the hose attached to the tank would not work well to drain the tank.
 - Jeff Fuller/Scott Michaels were unwilling to hire a plumber to assist with the flushing of the tank/lines.
 - Scott stated that they would wait until Monday to let system flush itself, as residents use water for toilets, etc. and take another arsenic test in the distribution system at that time.
 - In the meantime, the do not drink order would remain in effect and the water tanker would need to remain in place.

12/1/2025

- Scott stated that a new arsenic sample was run up to a lab in Albany and that results would most likely come in on 12/2. This sample was taken in the distribution system with one filter operational.
- Scott mentioned that he would **not** send results to UCDOH once they come in, until Jeff Fuller has paid him, due to Scott being owed money for the sample and for previous work.

Scott still plans to release the water to the residents once the sample comes back good.

- He was informed by UCDOH that our department will not be able to lift the do not drink order until good sample results are received. He was informed that he will be in violation of the remaining do not drink order if he does this and that he needs to send these sample results to UCDOH. Scott understood and still plans on following through with releasing the water to the residents and not sending UCDOH the sample results.

Just to clarify, the sample was taken, but was not used to lift the do not drink order, since the operator also needed to flush the lines, but was unable to do so.

William Carranza
Assistant Public Health Engineer

Ulster County Department of Health
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Email: wcr@co.ulster.ny.us



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From: Gonyea, Joshua (DPS) <Joshua.Gonyea@dps.ny.gov>
Sent: Wednesday, November 26, 2025 4:30 PM
To: William J. Carranza <wcr@ulstercountyny.gov>; Jeffrey M. Albert <jeal@ulstercountyny.gov>
Cc: Coryer, Charles (DPS) <Charles.Coryer@dps.ny.gov>; Jones, Nicola (DPS) <Nicola.Jones@dps.ny.gov>; Chakraborti, Mohua (DPS) <Mohua.Chakraborti@dps.ny.gov>; Marsh, Timothy (DPS) <Timothy.Marsh@dps.ny.gov>; Rieder, Michael (DPS) <Michael.Rieder@dps.ny.gov>; Rieder, Michael (DPS) <Michael.Rieder@dps.ny.gov>
Subject: Re: Update regarding Hudson Valley System No. 5

[EXTERNAL SENDER]

Hello will - I just wanted follow up as I've been informed that DPS received word from a customer of Hudson valley, who told us that they received word from DOH that the sample for Hudson Valley 5 hasn't actually been taken. Can you please provide an update and clarification on the current situation?

From: William J. Carranza <wcr@ulstercountyny.gov>

Sent: Monday, November 24, 2025 2:52 PM

To: Gonyea, Joshua (DPS) <Joshua.Gonyea@dps.ny.gov>; Jeffrey M. Albert <jeal@ulstercountyny.gov>

Cc: Coryer, Charles (DPS) <Charles.Coryer@dps.ny.gov>; Jones, Nicola (DPS) <Nicola.Jones@dps.ny.gov>; Chakraborti, Mohua (DPS) <Mohua.Chakraborti@dps.ny.gov>; Marsh, Timothy (DPS) <Timothy.Marsh@dps.ny.gov>

Subject: RE: Update regarding Hudson Valley System No. 5

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Hi Josh,

I just spoke to the contractor who is servicing the filter and with Jeff Fuller today. I have answered your questions below:

Has the installation of the new media been completed?

Yes, the installation of new media in one of the filters was completed on Saturday night.

Are we still awaiting sample results?

Yes, according to the contractor, the water sample is being run up to a lab today, with results expected in 48 hours.

Is there an updated timeline for when the Do Not Drink may be lifted?

The Do Not Drink order may be lifted as early as Wednesday, depending on the results of the water sample.

In a previous email, it was stated that the media would allow one filter to be put in service while awaiting the more permanent media. Is there separate timeline for that? And would that installation require the filters to go offline again?

There is not currently a timeline for servicing the second filter. However, the second set of media did arrive recently, and work will most likely be done after the holiday weekend. I will follow up with a more accurate timeline next week once I hear back from Jeff or the contractor. The filters should be able to run independently from one another. The second filter should be able to be serviced while the first filter is still online.

William Carranza
Assistant Public Health Engineer

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From: Gonyea, Joshua (DPS) <Joshua.Gonyea@dps.ny.gov>
Sent: Monday, November 24, 2025 1:17 PM
To: William J. Carranza <wcurr@ulstercountyny.gov>; Jeffrey M. Albert <jeal@ulstercountyny.gov>
Cc: Coryer, Charles (DPS) <Charles.Coryer@dps.ny.gov>; Jones, Nicola (DPS) <Nicola.Jones@dps.ny.gov>; Chakraborti, Mohua (DPS) <Mohua.Chakraborti@dps.ny.gov>; Marsh, Timothy (DPS) <Timothy.Marsh@dps.ny.gov>
Subject: Update regarding Hudson Valley System No. 5

[EXTERNAL SENDER]

Good Afternoon,

I just wanted to reach out and ask what the current status may be at Hudson Valley System No. 5.

Has the installation of the new media been completed?

Are we still awaiting sample results?

Is there an updated timeline for when the Do Not Drink may be lifted?

In a previous email, it was stated that the media would allow one filter to be put in service while awaiting the more permanent media. Is there separate timeline for that?

And would that installation require the filters to go offline again?

Thank you for your ongoing help with this situation.

Joshua W. Gonyea
Pronouns: He/Him/His
Utility Engineering Specialist 3
Office of Rates and Tariffs

NYS Department of Public Service
3 Empire State Plaza, Albany NY 12223
T (518) 408 1061

From: [William J. Carranza](#)
To: [Corver, Charles \(DPS\)](#)
Cc: [Timothy B. Rose](#); [Jeffrey M. Albert](#); [Gonyea, Joshua \(DPS\)](#); [Chakraborti, Mohua \(DPS\)](#); [Marsh, Timothy \(DPS\)](#)
Subject: RE: Questions Regarding Hudson Valley System No. 5
Date: Thursday, December 4, 2025 3:17:00 PM
Attachments: [image001.png](#)
[HVWC #5 4Q 2025 Arsenic 100825.pdf](#)
[HVWC #5 Email 110625.pdf](#)
[HVWC #5 Raw Water Arsenic 102125.pdf](#)
[HVWC #5 Questions 120125.pdf](#)

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Hi Charles,

Please find my attached response to your questions, as well as supporting documents. Please be aware that the do not drink order for HVWC #5 was lifted on 12/2. Please let me know if you need anything else. Thank you.

William Carranza
Assistant Public Health Engineer

Ulster County Department of Health
Golden Hill Office Building
239 Golden Hill Lane
Kingston, NY 12401
Office: (845) 340-3025
Fax: (845) 340-3045
Email: wcr@co.ulster.ny.us



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From: Coryer, Charles (DPS) <Charles.Coryer@dps.ny.gov>
Sent: Wednesday, November 26, 2025 7:29 PM
To: William J. Carranza <wcr@ulstercountyny.gov>
Cc: Jeffrey M. Albert <jeal@ulstercountyny.gov>; Gonyea, Joshua (DPS)

<Joshua.Gonyea@dps.ny.gov>; Chakraborti, Mohua (DPS) <Mohua.Chakraborti@dps.ny.gov>;
Marsh, Timothy (DPS) <Timothy.Marsh@dps.ny.gov>

Subject: Questions Regarding Hudson Valley System No. 5

[EXTERNAL SENDER]

Good afternoon,

Please see attached a letter from myself on behalf of the Department of Public Service requesting information regarding Hudson Valley Water Companies, Inc. and its most recent service outage of System No. 5 in Boiceville. Please note that answers are requested by December 3, 2025 or as soon as otherwise possible given the current outage. Feel free to reach out to me with any questions or concerns. Thank you and have a happy Thanksgiving!

Sincerely,

Charles M. Coryer

Assistant Counsel, Office of General Counsel

New York State Department of Public Service

Three Empire State Plaza | Albany, NY 12223

P: 518.474.6086 | E: charles.coryer@dps.ny.gov