To whom it may concern,

My named is Nicholas Pappalardo and I am the homeowner at 14023 Ashwin Lane here in town. Recently there has been a great deal of confusion regarding my water bill however I have been working with the water department to resolve said issue. In a nutshell, the readings on my meter took a drastic and sofar unexplained jump for the previous two months. It had been reading a level of water usage that I have never even approached at any time in the past (30,000 gallons!) It was first thought it may be explained by a leak, however a leak that serere would be rather obvious and I did check all drains as well and found nothing. There was also mention of a software issue that affected the meter reading itself and to my knowledge that was the assumed culprit at the time. I paid $180.00 for that first month and assumed the issue

was taken care of and was settled. Then the next month's reading was also outragously high so the issue is still open. I must stress that neither I or any member of my household is using any more water than usual and I believe there must have been another innacurate read. That is reflected in the fact that my read so far this month is back to normal levels. As I said previously, I have been working with the water department and am trying to get this squared away. I once again made a $180.00 payment for last month so I'm hoping that is sufficient. Barb had mentioned that I may be required to speak before a board meeting about this to get it finally resolved. I am willing to do this, however, I would prefer not to do that if possible. I hope this letter and whatever information the water department is sufficient. I will follow up with Barb as needed.

regards,