


REQUEST TO SPEAK AT CITY COUNCIL'S MEETING

RE: SUEZ

1. Generating false work orders when questions raised about increase in bill
2. Replacing faulty water meter and assessing fees to customers
3. Poorly trained clerical staff with lack of knowledge regarding faulty meters; clerical staffer accuses customer of calling SUEZ regarding a leak on private property (making up information to make the problem go away)
4. Poor customer service (one individual)
5. Affixing fees that affect customer's credit
6. Management is never available to answer any concerns


Luretha Bivins

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