



***Presque Isle Harbor Water Company
P.O. Box W
255 Belmont Street
Waymart, PA 18472***

570-488-5222

November 26, 2024

Attention: PIH Water Customers with Multiple Lot Bills

We would like to provide you a sincere apology for difficulties that we are working through with our billing and statements. We use Diversified Technology to assist with our billing, they help our community keep costs down and until recently we had the procedures working smoothly.

Thank You to each customer that reported an issue and a special Thank You to the President of the Board for providing more detailed information and letting us know of issues the community is encountering.

When problems arise, please keep in mind our office staff is two, so when our office is overwhelmed with calls it greatly slows our progress in all areas, all we can do is answer the phone, thus slowing or making no progress until the calls and messages slow down. As the world rushes to use automated phone service, we do not believe in it because it dramatically lowers customer service. It is very important to our company that a person answer the phone when a customer calls, we hope you agree and would like to retain this level of service as long as possible. We appreciate your patience with current and future issues that come up from time to time.

Two important issues have been brought to our attention that we are working on. The first issue is the mistake in multi lot customers not receiving the last quarterly bill in the mail. Our billing company found that a relatively new employee made a mistake and they missed mailing them, it is that simple of a mistake. Bills for the PIH Association are billed in 2 groups, one for customers that own one lot and another group for customers that have multiple lots, we made this improvement as requested by customers that have multiple lots. The billing company explained that they put in to place improved methods and procedures and additional employee training to avoid this misstep in the future. At this time it is important to note, to the best of my knowledge, PIH water bills have been issued quarterly for a number of decades. Moving forward, if you feel you did not get a bill, you can log in and check your account (www.pihwater.com) or you can call our office, whichever you prefer. I think this goes without saying but plan on your quarterly water bill. Also, the bill is a flat fee and it is the same every quarter for the year. When a rate change is necessary, we typically complete that change for the first quarter of the year.

We are currently working with our billing company to reverse the late fee that was added for each multi lot customer that was missed for the last billing quarter. Each account will have a credit applied to the account. Very important to note, each lot owner is responsible to pay the bill on time, our office is always available for you to check the status of your account.

The second issue is a mistake in our office related to an accidental bill file emailed to several customers that contained billing information for other customers. In short, our secretary accidentally emailed the customers bill with other customers bills in the same pdf file. As a result of this mistake, we have created another layer within our standard operating procedure for customer email communication that should prevent this from happening in the future. No credit card or bank information was involved for this mistake from our office. As all customers are aware, bill information is generally publicly available with the exception of the account balance. For this error, we apologize to you if this has caused you any issues or concerns.

Thank you for your time and patience with these issues.
Please give us a call with any questions you may have.

Have a nice safe day and a great Holiday,



Kyle M. Gallagher
Owner and Operator



Visit us at - www.pihwater.com