



Water Board Meeting
Tuesday, September 9, 2025
3:30 p.m.
City Hall in the Water Office

A Water Board meeting will be held at City Hall on Tuesday, September 9, 2025, at 3:30 p.m.

1. Approve Meeting minutes for April 8, 2025
2. Consideration of penalty Adjustment for account # 21-058601-00 101 Willow Meadow Way

WATER BOARD MEETING
Tuesday April 8, 2025
3:30 P.M.
City Hall
Water Department Conference Room

Roll call was answered by: Commissioners Erdo, Chamberlain and Cimpi

Absent: Commissioner Parry

Others Present: Arthur Smolinski, Acting as Water Superintendent, Drew Campany, Acting as Water Superintendent in training, Liza Saunders, Clerk of the Board

The meeting opened at: 3:42pm

Moved by: Commissioner Erdo

Seconded by: Commissioner Cimpi

Item 1: Approval of the January 14, 2025, Meeting minutes:

Resolved, to approve Water Board minutes of January 14, 2025, meeting minutes.

Moved by: Commissioner Erdo

Seconded by: Commissioner Chamberlain

Ayes: 3

Nays: 0

Absent: 1

Motion Carried

Item 2: Consideration of Leak Adjustment for account: 08-105001-00 334 Stone St.

Richard Harrington Owner of 334 Stone St. is asking for a leak adjustment due to a water pipe being broke off inside a wall. The break was not discovered until approx. 24 hours after it happened. Repairs were made but did not hold. The pipe broke again and went unnoticed for another approx. 10 hours.

Resolved, The Water Board decision is not to grant the Leak Adjustment for 334 Stone St., as a property owner you are responsible for what happens on your property.

Motioned by: Commissioner Erdo

Seconded by: Commissioner Chamberlain

Ayes: 3

Nays: 0

Absent: 1

Item 2: Central NY Water Works Annual Food Event & Product Display:

Resolved, To allow Water Department Employees, Water Board Commissioners to attend the Central New York Water Works Conference on June 4, 2025, with expenses to be paid by the Water Department

Motioned by: Commissioner Cimpi

Seconded by: Commissioner Erdo

Ayes: 3

Nays: 0

Absent: 1

The City of Oneida Water Board adjourned at: 4:17pm

Respectfully submitted,

Liza Saunders
Clerk of the Board

Payment Processing Center
6000 Perimeter Drive, Dublin Ohio 43017

July 22, 2025

City of Oneida Chamberlain NY
109 N Main Street
Oneida, NY 13421

Re: Sarah Evans
51-2110586-0

To Whom It May Concern:

This letter is in reference to our mutual customer Sarah Evans, who uses our Online Banking Services to pay bills online.

Sarah Evans established City of Oneida Chamberlain NY as a payee and scheduled a payment of \$117.95 to be delivered by July 07, 2025. At this time the customer's account does not reflect the payment as posted.

Please accept this letter as proof that Sarah Evans made this payment in good faith, however the payment was not received. Please reverse any late fees and finance charges due to this late payment, as well as any negative credit information.

Thank you for your assistance and cooperation with this matter. If you have any questions or require additional information, please feel free to contact us at the number listed below and reference case number 113980527.

Sincerely,

Neha V
Payment Processing Center
800.278.6302

Re: Water bill

From Liza Saunders <lisaunders@oneidacityny.gov>

Date Tue 8/12/2025 2:14 PM

To Sarah <itsme1210@hotmail.com>

Hi Sarah,

I wanted to let you know that your water bill penalty is going to be on next months Water Board agenda instead of this months, as we ran into a minor issue with this months meeting. The September meeting is scheduled for the 9th. You will most likely still see that penalty on your next water bill as they go out in September. Just wanted to let you know!

Liza Saunders

Account Clerk

City of Oneida | Water Department

109 N. Main St.

Oneida, NY 13421

P: 315.363.1490

From: Sarah <itsme1210@hotmail.com>

Sent: Thursday, July 24, 2025 6:01 PM

To: Liza Saunders <lisaunders@oneidacityny.gov>

Subject: Water bill

Hello-

My name is Sarah Evans. I am writing to explain the current issue regarding my water bill. I paid my bill on June 26 or 27 as I pay all of my bills the day my paycheck hits my bank (monthly). I have used citizens bank online bill pay for over 7 years and have had the account since the late 1990's when in college because it was a bank that was located near my family here and my college 3 hours away to process money. Over this time I have never had any issues with the online bill pay or payments received on time. Yes I am account holders at access and Americu credit union also for over 30 years but is difficult to bank when live elsewhere and I have lived many places over the past 25 plus years. I came home on the evening of July 15th to find a past due notice in my mail from the water department. I called the following am (July 16) and spoke with whom I recall was Liza and Darlene. They proceeded to tell me that my bill was not paid and had sent a notice on 7/8 which took a week to make it to my mailbox on 7/15. They did touch base with the chamberlain as well as told she would be the one to receive the payment and was told no payment was received. I then checked my online banking and saw that the bill had been paid and delivered on 7/7 but it had not been deducted from my account. I then proceeded to call the bank in whitesboro (which is now the closest branch since they closed the Oneida branch a few months ago) and spoke with Bri who advised me that all online payments had to go thru customer service 800 number. After much holding I was informed that citizens received my online payment request and was processed on 6/30 and received on 7/7. I explained to them they never received my payment and was given two options. Option one was pay \$35 and cancel the payment as may have been lost or misplaced or option 2 was to process a second payment in the same amount. I agreed to

process another payment in the amount of \$117.95 and see if the original payment showed up in the interm. Citizens did tell me on July 16 that the water dept wouldn't receive the 2nd payment until 7/23 which was fine because what else could I do- I had already paid my bill on time on June 26. I explained the situation to citizens bank and they started a case with Reference number D- 9656439 and told me they were sending a good faith letter to the water dept to explain that I had paid my bill on time and they processed it and sent a check and a second payment was being processed and was not my fault for being late. Later that day I did receive a call back from Darlene at water dept but I was driving home from the Wynn and going thru the hills of Kirkland with poor reception and had closed by the time I made it home. On 7/17 I did call Darlene back and she informed me that the chamberlain had received my payment on the afternoon of the 16th but now I owed a late fee. I explained the bank was sending a letter stating I paid my bill on time and was not my fault and did not feel I should be charged the fee when again I fulfilled my responsibility of paying on time but there clearly was a problem either with the bank payment system and or the mail causing the delay. I was told they are not allowed to change the fee and would have to present to you the water board at the next meeting. I then called my bank again and asked for a copy of the letter to be copied and sent to me to present to you and was told that I was not able to obtain a copy of the letter and could only go to a business. After much frustration I then took personal time from work to go to the actual bank in whitesboro and spoke with the branch manager Azra. She made some calls within the banking world and service dept and was told that a copy of the letter hadn't been written yet but a case was placed and that in 2-3 business days a letter would be generated and sent to you and a copy to me. Apparently the bank uses another third party bill pay called Fiserv Bill Pay and the bank manager explained to me that I was the third person to come into their branch and have a problem with online payments that month. I spoke again with Darlene who told me the meeting was on 8/12 which was fine but then told at 3:30 pm which unfortunately I am still at work as a surgical PA. This email is being sent to Isaunders as directed. Hopefully by the time you review this you also have the letter of good faith sent from the bank. My account number is 21-058601-00 for 101 Willow Meadow Way. My cell number is 315-761-9388 and I invite you to please call me and discuss any questions or concerns you may have. I will keep my phone with me that day of 8/12 in the afternoon and try to be available (please understand I operate and can not guarantee my immediate availability).

Sincerely

Sarah Evans

Homeowner of 101 Willow Meadow Way

Sent from my iPhone