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Lopez, Donna

From: Abraham Bonhomme [abonhomme@cambridge-housing.org]
Sent: Tuesday, September 16, 2014 2:59 PM
To: City Council; Simmons, Denise; Alpert, Neal; Lopez, Donna
Subject: Fwd: Update On Your Water Billing Situation
Attachments: Council Order Re Apex Billing Solutions.pdf; WATER BILL.pdf

To Whom it may concern:

My Name is Abraham Bonhomme. I would really appreciate it if the Council would vote on my behalf to pass the order for Next Monday's meeting. Since I bought the house in December 2012. I feel like its been a burden instead of a blessing because of all I've endured during this past year. First it was a neighbor harassing my family. Now it's my water bill. At first my water bill was between \$60 and \$80 a month. Currently my bill \$813.34 for only 2 months. This can't be right. Ladies and Gentlemen I really need your help in order to rectify this situation. This has been a huge financial burden on me and my family. I ask that you please consider passing the order. I've attached a recent bill for your review. If you have any questions or concerns please feel free to contact me via email. I thank you in advance.

----- Forwarded message -----

From: **Simmons, Denise** <dsimmons@cambridgema.gov>
Date: Tue, Sep 16, 2014 at 2:20 PM
Subject: Update On Your Water Billing Situation
To: Abraham Bonhomme <abonhomme@cambridge-housing.org>, "Alpert, Neal" <nalpert@cambridgema.gov>

Mr. Bonhomme, thank you for your patience as I have worked to get more information about your situation. I have reached out to Just a Start, Butler Management, and Apex Billing, and I regret that these organizations have not been as helpful as we might hope. As Mr. Alpert informed you yesterday, I feel it is necessary to bring this matter into the open in order to shine a spotlight on it, and hopefully gain some leverage that compels the parties to start working more collaboratively towards a resolution for you. I am introducing the attached City Council Order for next Monday's meeting.

You are not named in this order, but if you wish, you can email the entire City Council urging them to pass this Order. If you wish to send this email and have it placed on the record for next Monday's meeting, you can email the following two addresses: council@cambridgema.gov<mailto:council@cambridgema.gov> (which goes to all nine City Councilors) and dlopez@cambridgema.gov<mailto:dlopez@cambridgema.gov> (which goes to the City Clerk, Donna Lopez). You are not required to send this email, but if you do wish to share your story with my colleagues, then you should send this email no later than this Thursday at 3 pm. It will then be formally entered into the record and weighed during next Monday's meeting.

If we pass this Council Order, then it will compel the City Manager to start directing City staff to help investigate and hopefully resolve the problem. It will also bring this matter to the attention of the Attorney General's office. I believe that both of these results will lead Apex Billing and Just A Start to, at the very least, become more forthcoming and willing to help us find a resolution to this matter. I will be in touch if there are any developments before next Monday. Thank you.

Councilor Simmons

From: Abraham Bonhomme [abonhomme@cambridge-housing.org]
Sent: Tuesday, August 26, 2014 5:41 PM
To: Alpert, Neal
Cc: Simmons, Denise
Subject: Re: Bonhomme Information Release Form

Denise,

Here is my signed release form.

Thanks

Abraham

On Tue, Aug 26, 2014 at 5:21 PM, Alpert, Neal
<nalpert@cambridgema.gov<<mailto:nalpert@cambridgema.gov>>> wrote:
Hello Mr. Bonhomme,

Thank you for speaking with me the other day as we have worked to gather information about your water bill situation and have sought to find a resolution for you. Councilor Simmons has sent inquiries to Apex Billing, and this evening, a representative of Apex emailed us and informed us that they will not discuss your case with Councilor Simmons without your written consent. To that end, we are requesting that you print, sign, and return the attached permission slip to us by either fax or email, whichever way is easiest for you. Please email me to let me know once you have done so. Thank you.

Best,

Neal

Neal Alpert
Office of City Councilor E. Denise
Simmons<<http://www.cambridgema.gov/ccouncil/citycouncilmembers/denisesimmons.aspx>>
Cambridge City Hall
795 Massachusetts Avenue
Cambridge, MA, 02139
Tel: 617.349.4277
Fax: 617.349.4287
nalpert@cambridgema.gov<<mailto:nalpert@cambridgema.gov>>

Follow Denise Simmons on Twitter:
http://www.twitter.com/E_DeniseSimmons

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CHA is moving. Effective 5/13/13, our new address is 362 Green Street (former police station in Central Square on corner of Western and Green Street) . Telephone numbers and email addresses will remain the same.

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P.O. Box 84077 • Columbus, GA 31908-4077

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Please pay online at www.apex-billing.com



ABRAHAM BONHOMME
430 WINDSOR ST #2
CAMBRIDGE MA 02141-1343

Service Addr: 430 Windsor Street #2 Cambridge, MA 02139

Service Period: 08/01/2014 - 08/31/2014 = 31 Days

Pay this amount	before
\$813.34	9/25/2014
Pay this amount	AFTER
\$813.34	9/25/2014
Account #	902974
Security Code	902974CRC2HO6
Invoice #	26940311
Bill Date	9/10/2014

Description	Read Date 1	Reading	Read Date 2	Reading	Multiplier	Usage
Water	07/31/2014	40369.00	08/31/2014	45410.00	5	25,205
Sewer	07/31/2014	40369.00	08/31/2014	45410.00	5	25,205

Description	Amount
Water	78.39
Sewer	222.31
Bill Fee	5.00
Previous Balance	507.64

WE DO NOT ACCEPT CASH
Want to sign up for automatic draft? Call
1-866-281-3977.

Total \$813.34

GO PAPERLESS! Sign up for ebill online at www.apex-billing.com.

Please fold, tear here and return the bottom portion with your payment. Thank you.

A negative indicates a CREDIT balance.

AMOUNT ENCLOSED

Pay this amount	before	Windsor Street Condos
\$813.34	9/25/2014	430 Windsor Street #2
		Cambridge, MA 02139

Pay this amount	AFTER	Abraham Bonhomme
\$813.34	9/25/2014	430 Windsor Street #2
		Cambridge, MA 02139

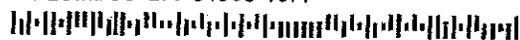
Account # 902974

Security Code 902974CRC2HO6

Invoice # 26940311

Bill Date 9/10/2014

Remit to: APEX BILLING SOLUTIONS
PO BOX 84077
COLUMBUS GA 31908-4077



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