

Frances D. Craig
833 Setter Lane
Hopkins, SC 29061

The Honorable
Nikki R. Haley
Office of the Governor
1205 Pendleton St. 29209

I am Frances Darlene Craig, residing at the above in which I am writing to you about. I have a concern and a problem with the City of Columbia Water Department. This Letter is lengthily and I do apologize for it and I am very grateful for you reading my matter and taking the time to look into my matter.

I have been having problems with the City's water division for a while and no understanding of how and why I cannot get this problem resolved. When my problem first started with them, I spoke with them to resolve the problem but never got a resolution. So I wrote to Senator Darrell Jackson. Enclosed you will find my letters to him and his return letters to me.

Governor Haley now I am writing to you for help I this matter. I will begin with enclosed you will find three payment plans, one which is not signed by a supervisor, which I feel is not legal. One was rewritten due they said I defaulted on the plan due I was to pay three bills in one payment each month, (1) \$150 payment plan amount, (2) whatever bill they send me in my mother's name, and (3) whatever the amount of my bill in my name. I was not told to pay three bills in one but my bill in my name and the amount of the payment plan and I couldn't mail in my payment's or have someone bring it in and that I would have to always go to customer service desk before paying my bill. This is how I was paying and the receipts are enclosed.

In May of 2015 when I went to pay my bill, I was told that I could not pay my bill because I didn't pay the bill I received in my mother's name and I was in default and no other payment plan could be written. I went back the next day and was told I did not pay my March and April bills and I produced my receipts but yet they say I am still in default due to my mother's bills. On this day I spoke with two supervisors and they were speaking to someone in their office and their final answer for my water was to be disconnected. I went back in and spoke with Larry (a supervisor) and explained to him my matter and that my mother had pass and the house income decreased, but he told me that I would have to pay my bill in full.

I receive disability benefits of \$938 and \$60 of two days of part-time substitute teaching in school district one and a dialysis patient and attend a clinic three times per week. I am an independent patient and they have been trying to get me to do hemodialysis at home but I have not had water over a year. In order to for my equipment to be set up I have to have running water. I cannot afford to pay the City of Columbia \$3,000 now or never. I am having problems with my car and have to worry about that because

I am not eligible for the medical vans to take me to dialysis. The transportation system I do qualify for cost \$20 roundtrip (\$60) per week, (\$240) per month. Right now I am getting water from a church well to bath and flush toilets.

I feel that the City of Columbia is not taking responsibility on their end because I feel if Ms. Ashley and Ms. Ray Gray should have researched and they would have found that we have resided in this home since September of 2003, the three men from their office that came to the home while the house was being worked on (the agency name in my letter to them) where and what reason they came to my address. One man said he was checking for problem that was connected to my house and the next door neighbor and put an orange cross marking in my back yard. The other two men said they were checking sewer problems for my address and the house three doors down. Their records and location of their work should be recorded. They both would have found that I work the voting poll, I work for the school district, the post office or postal lady and my neighbors and much more information that can prove that this is my address for the last thirteen years.

It is sad when people do not take the time to do their jobs but they have one. How can anyone feel good about leaving disabled people (my daughter is disabled too) in situations such as this because no one wants to do their job. I know that I have to pay a water bill but this is not fair for the reasons they say I owe them \$3,000, when all it took was a little research. I am willing to try to pay this bill so that I can do dialysis at home but I cannot get anything resolved with them. I also think that it is wrong for them to charge me \$3,000 with an income of \$938 and wanting me to pay \$150 out of that amount, leaving me at some point where I will not be able to get my medicines.

Governor Haley I appreciate if you can help me get this issue resolved. If you need any more information on this matter, please write me back or call me at 803-705-0842. I look forward to hearing from you. Again, I appreciate you taking the time with my matter.

Sincerely

Frances D. Craig