



November 7, 2019

TO: LOCSO Board of Directors
FROM: Ron Munds, General Manager
Jose Acosta, Utility Systems Manager
SUBJECT: **Agenda Item 8A – 11/7/2019 Board Meeting**
Customer Dispute Regarding High Water Bill at 1205 4th Street

DESCRIPTION

President
Marshall E. Ochylski

Customer is requesting a credit to their account for a high water bill received for the contesting a high water bill and July/August billing cycle. The customer is contesting the high water usage and the meter read reflected on the water meter.

Vice President
Charles L. Cesena

SUMMARY OF STAFF RECOMMENDATION

Staff recommends that the Board adopt the following motion:

Directors
Matthew D. Fourcroy
Vicki L. Milledge
Christine M. Womack

Motion: I move that the Board deny the request for a credit for the customer's high water bill received during July 9, 2019 to September 10, 2019 billing cycle based on the District's policy to only adjust bills associated with water service line leaks.

General Manager
Ron Munds

DISCUSSION

District Accountant
Robert Stilts, CPA

During regularly scheduled meter reads on September 9, 2019, Mr. Lars Lindgren, at 1205 4th Street was recorded using higher than normal usage, the read was 604 units, the read from the previous cycle was 497 units. This resulted in Mr. Lindgren receiving a bill for 107 units/\$1,212.50 (7/9/19 to 9/10/19), invoice date was September 20, 2019. Water crews routinely verify the meter read within two days of the original read if the read comes in higher than normal. When the meter in question was re-read it remained at 604 units, and the leak detector was not turning.

Unit Chief
Scott M. Jalbert

On September 30, 2019 the Utility Billing Specialist compiled another work order for the meter to be read for one week, each day. The reads are below:

Battalion Chief
George Huang

<u>Date</u>	<u>Time</u>	<u>Read</u>
9/30/2019	9:59am	611
10/1/19	11:15am	612
10/1/19	3:24 pm	612
10/2/19	8:30am	612
10/3/19	8:25am	612
10/4/19	9:43am	613

Mailing Address:
P.O. Box 6064
Los Osos, CA 93412

The reads show that the usage on the property was back within the "normal" range and no leak was present at the time of the reads and re-reads.

Offices:
2122 9th Street, Suite 110
Los Osos, CA 93402

The District recently had a leak survey completed on the distribution system, during this survey, the technician made a point to touch every meter to check for any leaks. This location was a point of concern during the initial parts of the survey, as the meter was spinning at a high rate when first observed. The technician made a note to revisit the site at a later date to check the meter once again, the subsequent 3 visits remained the same, the meter was showing usage, and all these checks were conducted during normal business hours, so a leak or regular usage could not be determined. The technician revisited the site a week later and the usage had stopped. These comments from the technician are only submitted to explain the pattern and usage that was occurring during the leak survey.

Phone: 805/528-9370
FAX: 805/528-9377

www.losososcscsd.org

The Utility Billing Specialist spoke with Misty, an employee of the Dentist office, to discuss the high usage, Misty explained that they experienced something similar the prior year, where they encountered an issue with their backflow device and possibly leaking then, at that time they made the necessary repairs. At that same time there was a concern someone may be stealing water from the property, so they placed locks on all spigots.

The office staff decided they would also make it a point to monitor their usage by conducting periodic reads on their meter, they monitored and recorded their reads for approximately 8-10 months. During their monitoring it was determined their usage returned to normal and they ceased their monitoring efforts, which was just prior to this recent incident.

Mr. Lindgren was contacted by Jose Acosta, Utility Systems Manager to discuss the high usage and offer an amortization plan for repayment. Mr. Lindgren expressed his frustration and requested to be placed on the agenda for the next Board meeting, November 7, 2019. Attached is the letter with Mr. Lindgrens request. The Utility Billing specialist responded requesting Mr. Lindgren make a payment equal to his average usage for the last six billing cycles usage, 19 units at \$224.25, and prior to being placed on the shutoff list, until the Board renders their decision on this matter at the November Board meeting.

SUMMARY

Attached is Mr. Lindgrens transaction history, a copy of his bill, copy of Mr. Lindgrens letter, and copies of the work orders. Staff believes that the water passed through the meter, currently there is no leak, and the meter readings are accurate. District policy is to only provide a billing adjustment if there is a service line leak and it is repaired in a timely manner. Since Mr. Lindgren's situation is outside staff's authority for an adjustment, staff is asking for Board direction on resolving the issue. As an alternative, the Board could consider a one-time leak credit based on the customer's past water use and payment history.

FINANCIAL IMPACT

If the Board determines an adjustment is warranted, the water revenue will decrease by whatever amount the Board decides to credit this account.

Attachments

From:
 Los Osos CSD
 2122 9th Street, Ste 110, Los Osos, CA 93402-
 (805) 528-9370

LOCSD Utility Invoice

Service Days

07/09/2019 to 09/10/2019

Service Address:
 1205 4TH ST

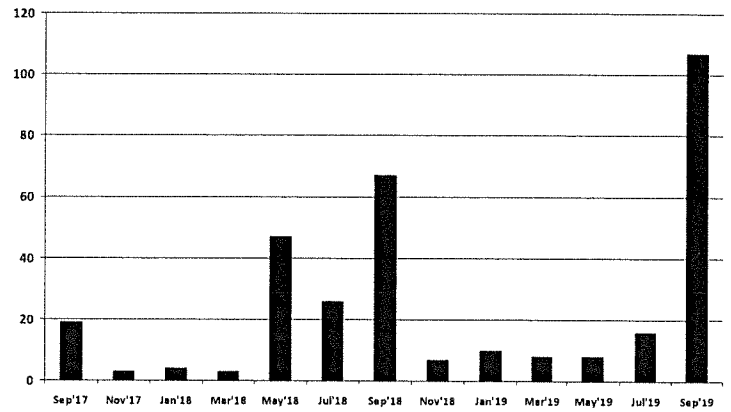
To:

LARS LINDGREN DDS
 1205 4TH ST
 LOS OSOS, CA 93402

Account Number	██████████
Bill Date	09/20/2019
Due Date	10/15/2019
AMOUNT DUE	997.17
If Paid After Due Date	1096.89

Account Activity Summary

PREVIOUS BALANCE	195.75
PAYMENTS	-411.08
BALANCE FORWARD	-215.33
CURRENT CHARGES	1212.50
TOTAL AMOUNT DUE	997.17



Detailed Breakdown of Current Charges

Description	Prior Read	Current Read	Usage	Charges
WATER	497	604	107	1212.50
TOTAL CURRENT CHARGES				1212.50

Your usage converted to gallons is: 80,036 Gallons per day: 1,270

Please Detach and Remit Stub with Payment

Please write your account number on your check.
 Make checks payable to LOCSD.

Route: 201

Customer:
 LARS LINDGREN DDS
Service Address:
 1205 4TH ST

Remit Payment To:
 Los Osos CSD
 P.O. Box 6669
 Los Osos, CA 93412-6669

Account Number	██████████
Due Date	10/15/2019
AMOUNT DUE	997.17
If Paid After Due Date	1096.89
Amount Enclosed	\$



October 2, 2019

OCT 04 2019

Handwritten initials 'cg' in cursive script.

Dear Los Osos CSD,

My last bill represents a 650% increase in water usage. I will be appearing before the Board at the November meeting to discuss this matter. I am requesting an extension on my due date of October 15 until after I can discuss this matter with the Board. I would also like to request a response in writing to this matter. My account number is

██████████

Thank you,

A handwritten signature in cursive script, appearing to read 'Lars Lindgren'.

Lars Lindgren, D.D.S.



October 4, 2019

President
Marshall E. Ochylski

Vice President
Charles L. Cesena

Directors
Matthew D. Fourcroy
Vicki L. Milledge
Christine M. Womack

General Manager
Ron Munds

District Accountant
Robert Stilts, CPA

Unit Chief
Scott M. Jalbert

Battalion Chief
George Huang

Lars Lindgren, D.D.S
1205 4th Street
Los Osos, CA 93402

RE: Water Service at 1205 4th Street, Los Osos CA

Dear Lars:

I received your request in delaying your payment until after you go before the Board at their November meeting. I spoke with my Supervisor and he asked that you pay \$224.25 before the due date of October 15, 2019. That number is 19 units based on your average usage for the last 6 cycles. We'll see what the results are from the meeting on how to handle the balance.

Should you have any questions, please feel free to call me at 805-528-9378.

Sincerely,

Liz Radvansky
Utility Billing Specialist
Los Osos CSD

Mailing Address:
P.O. Box 6064
Los Osos, CA 93412

Offices:
2122 9th Street, Suite 110
Los Osos, CA 93402

Phone: 805/528-9370
FAX: 805/528-9377

www.losososcscsd.org

Notes Report

Account No.	Location No	Customer Name	Date	Category	Subject	Print On Bill
██████████	01784	LARS LINDGREN DDS	09/24/2019	ACCOUNT NOTE	Customer Inquiry	No

Note: I spoke with the dentist office today about their current bill of \$1212.50. They had a high bill the same time last year. They had an issue with their backflow device. They had that fixed. They were concerned that someone might be stealing water from their property, so they put locks on the spigots. They were monitoring their use and recording the reads. After about 8 to 10 months of monitoring, the usage was back to normal. They did not monitor the usage during the time frame of this large bill will was 7/9/19-9/10/19. Needless to say, customer is livid and does not have an explanation for this water use. Lars has asked to go before the Board in October's meeting.

Customer Transaction Summary

Customer Information

Account No: XXXXXXXXXX
 LARS LINDGREN DDS
 1205 4TH ST
 LOS OSOS, CA 93402

Location Information

Location No: 01784
 1205 4TH ST
 LOS OSOS, CA 93402

Date	Type	More Info	Reading	Usage	Prior Balance	Transaction Amount	Balance
11/19/2013	Charge	11/12/2013	775	42	0.00	274.81	274.81
12/02/2013	Payment				274.81	-274.81	0.00
01/17/2014	Charge	01/10/2014	811	36	0.00	232.39	232.39
01/28/2014	Payment				232.39	-232.39	0.00
03/20/2014	Charge	03/10/2014	853	42	0.00	274.81	274.81
03/27/2014	Payment				274.81	-274.81	0.00
05/21/2014	Charge	05/12/2014	901	48	0.00	317.23	317.23
06/03/2014	Payment				317.23	-317.23	0.00
07/18/2014	Charge	07/09/2014	939	38	0.00	245.66	245.66
07/28/2014	Payment				245.66	-245.66	0.00
09/19/2014	Charge	09/10/2014	987	48	0.00	323.16	323.16
09/26/2014	Payment				323.16	-323.16	0.00
11/20/2014	Charge	11/10/2014	1036	49	0.00	330.36	330.36
12/02/2014	Payment				330.36	-330.36	0.00
01/20/2015	Charge	01/08/2015	1074	38	0.00	251.16	251.16
01/26/2015	Payment				251.16	-251.16	0.00
03/20/2015	Charge	03/09/2015	1096	22	0.00	135.96	135.96
04/06/2015	Payment				135.96	-135.96	0.00
05/20/2015	Charge	05/11/2015	1169	73	0.00	503.16	503.16
06/15/2015	Payment				503.16	-503.16	0.00
07/20/2015	Charge	07/09/2015	1206	37	0.00	248.14	248.14
08/10/2015	Payment				248.14	-248.14	0.00
09/18/2015	Charge	09/10/2015	1240	34	0.00	255.91	255.91
10/16/2015	Penalty				255.91	25.59	281.50
10/19/2015	Payment				281.50	-255.91	25.59
11/20/2015	Charge	11/09/2015	1274	34	25.59	255.91	281.50
12/08/2015	Payment				281.50	-281.50	0.00
01/20/2016	Charge	01/11/2016	24	29	0.00	214.91	214.91
02/16/2016	Payment				214.91	-236.40	-21.49
03/18/2016	Charge	03/09/2016	56	32	-21.49	239.51	218.02
04/18/2016	Penalty				218.02	21.80	239.82
04/18/2016	Payment				239.82	-218.02	21.80
05/20/2016	Charge	05/10/2016	92	36	21.80	272.31	294.11
06/06/2016	Payment				294.11	-294.11	0.00
07/20/2016	Charge	07/11/2016	127	35	0.00	271.46	271.46
08/08/2016	Payment				271.46	-271.46	0.00
09/20/2016	Charge	09/12/2016	163	36	0.00	307.77	307.77
10/10/2016	Payment				307.77	-307.77	0.00
11/21/2016	Charge	11/09/2016	189	26	0.00	215.77	215.77
12/09/2016	Payment				215.77	-215.77	0.00
01/20/2017	Charge	01/10/2017	210	21	0.00	169.77	169.77
01/30/2017	Payment				169.77	-169.77	0.00
03/20/2017	Charge	03/09/2017	234	24	0.00	197.37	197.37
04/13/2017	Payment				197.37	-197.37	0.00
05/19/2017	Charge	05/10/2017	258	24	0.00	197.37	197.37
06/12/2017	Payment				197.37	-197.37	0.00

Customer Transaction Summary

Customer Information

Account No: [REDACTED]
 LARS LINDGREN DDS
 1205 4TH ST
 LOS OSOS, CA 93402

Location Information

Location No: 01784
 1205 4TH ST
 LOS OSOS, CA 93402

Date	Type	More Info	Reading	Usage	Prior Balance	Transaction Amount	Balance
07/20/2017	Charge	07/10/2017	279	21	0.00	178.04	178.04
08/07/2017	Payment				178.04	-178.04	0.00
09/20/2017	Charge	09/11/2017	298	19	0.00	200.25	200.25
10/13/2017	Payment				200.25	-200.25	0.00
11/20/2017	Charge	11/08/2017	301	3	0.00	80.00	80.00
11/29/2017	Payment				80.00	-80.00	0.00
01/19/2018	Charge	01/10/2018	305	4	0.00	85.00	85.00
02/15/2018	Payment				85.00	-85.00	0.00
03/20/2018	Charge	03/07/2018	308	3	0.00	80.00	80.00
04/12/2018	Payment				80.00	-80.00	0.00
05/21/2018	Charge	05/09/2018	355	47	0.00	485.50	485.50
06/18/2018	Penalty				485.50	48.55	534.05
07/03/2018	Misc				534.05	10.00	544.05
07/05/2018	Adjustment				544.05	-58.55	485.50
07/17/2018	Payment				485.50	-485.50	0.00
07/20/2018	Charge	07/10/2018	381	26	0.00	276.94	276.94
08/09/2018	Payment				276.94	-276.94	0.00
09/20/2018	Charge	09/10/2018	448	67	0.00	762.50	762.50
10/15/2018	Payment				762.50	-254.17	508.33
11/15/2018	Payment				508.33	-254.17	254.16
11/20/2018	Charge	11/07/2018	455	7	254.16	115.50	369.66
11/30/2018	Payment				369.66	-369.66	0.00
01/18/2019	Charge	01/08/2019	465	10	0.00	138.75	138.75
01/28/2019	Payment				138.75	-138.75	0.00
03/20/2019	Charge	03/12/2019	473	8	0.00	123.25	123.25
03/22/2019	Payment				123.25	-123.25	0.00
05/20/2019	Charge	05/08/2019	481	8	0.00	123.25	123.25
06/07/2019	Payment				123.25	-123.25	0.00
07/19/2019	Charge	07/09/2019	497	16	0.00	195.75	195.75
08/12/2019	Payment				195.75	-195.75	0.00
09/03/2019	Payment				0.00	-215.33	-215.33
09/20/2019	Charge	09/10/2019	604	107	-215.33	1212.50	997.17
10/11/2019	Payment				997.17	-224.25	772.92

Work Order

Los Osos CSD

Work Order No: 00000003516

Work Order Code & Desc: PRF - PROOF READ & CHECK

Information Assigned by Office

Name:	<u>LARS LINDGREN DDS</u>	Phone No:	<u>(805)528-1695</u>
Service Id:	<u>01784</u>	Issue Date:	<u>09/30/2019 09:14</u>
Account No:	<u>[REDACTED]</u>	Process Date:	<u>09/30/2019</u>
Route:	<u>201</u> <u>READ SEQ 01015</u>	Process Time:	<u>09:30 AM</u>
Address:	<u>1205 4TH ST</u>	Requested By:	<u></u>
Meter No:	<u>70195984</u>	Assigned To:	<u>By: LR</u>

Comments: PRF - PROOF READ & CHECK LEAKS

Please read first thing Monday morning, today. Please read Tuesday morning, Tuesday afternoon. Then read once a day for the rest of the week. Thank

you

FAXED

FAXED
9-30-19
9:20

Information From the Field

Old Meter Reading:	<u></u>	Old Meter No:	<u>70195984</u>	Remote Meter No:	<u>OB15401434</u>
New Meter Reading:	<u></u>	New Meter No:	<u></u>	Seal No:	<u></u>

Location:	<u>R</u>	Previous Read:	<u>604.00000</u>	Date:	<u>09/10/2019</u>
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Work Done By:	<u>RF</u>	Date Completed:	<u></u>
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DATE	READ	TIME	REMARKS
9-30 AM	0611.64	9:54	NO LEAKS
10-1 AM	0612.48	11:15	NO LEAKS
10-1 PM	0612.51	3:24	NO LEAKS
10-2 AM	0612.57	8:30	(BUSINESS OPEN) METER SPINNING (L/I)
10-3 AM	0612.66	8:25	NOT SPINNING (FA)
10-4 AM	0613.53	9:43	NOT SPINNING (FA)

FOLLOW UP REQUIRED?