



## *Memo*

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To: Board of Directors  
From: Larrie Ann Davis  
Date: July 20, 2021  
Subject: Delinquent Accounts Due to COVID 19

Governor Gavin Newsom signed Executive Order N 42-20 which suspended the discontinuance of residential water service for non-payment on April 2, 2020. Water service also needed to be restored for any service suspended between March 4, 2020 and the date of the order.

This order is to remain in effect until September 30, 2021. Staff has been tracking water accounts which should have been shutoff for non-payment, but were not due to COVID. As of June 30, 2021, the District had a total of 94 accounts in this category with a total delinquent amount due of \$73,084.05. Nine accounts are held by landlords and 85 accounts by tenants. See attached spreadsheet. The District ultimately holds the owner of the property liable for any unpaid tenant bills. All of the accounts listed have also met the requirements of SB998 for shutoff. The District has been assessing delinquency charges during this time and filing liens against the property.

San Bernardino County Community Development and Housing Department (CDH) is partnering with Inland Southern California 211+ to assist San Bernardino County residents with settling rental arrears and utilities accrued since March 13, 2020 to present. Landlords may apply on behalf of their tenants or tenants may apply directly at [www.sbcrentrelief.org](http://www.sbcrentrelief.org). Additional information can also be obtained by simply dialing 211, pressing option 5. The District has signed as a partner accepting payments through the 211 System. What we do not know is how many of our customers will qualify for the program.

We have always made payment arrangements with our customers. Some of those include:

- Removal of one delinquency charge in the life of the account.
- A one-time ten percent discount on water charges due to a leak.
- Spreading the payments over a three month period, making the arrangement to stop delinquency charges during the arrangement period.

Example: Account No. 002-0358-00  
Balance \$520.55  
Normal monthly charge: \$50.90  
Arrangement: \$173.52 plus current bill of \$50.90 for a total monthly payment of \$224.42 for three months.

We have tried to have the accounts paid in a three month period in an effort to protect the landlord who may eventually be left with the unpaid bill. With landlords we are more willing to extend the arrangement period to six months as a lien can be placed on the property. In the above example the payment would then be \$86.76 plus current bill of \$50.60 for a total monthly payment of \$137.36 for six months.

In preparation of the reinstatement of shut off charges on October 1, 2021, we would like Board input on how you would like these accounts handled. Customers will be able to appeal to the Board during a regular Board meeting and Staff would like to limit the number of customers appearing before the Board for special consideration.

Some things to consider:

- Letter to delinquent customers requesting that they make contact with the office to establish payment arrangements and notifying them of the availability of the 211 System.
- Remove accrued delinquency charges; all, half, one. Currently delinquency charges on the 94 accounts total \$24,116.04.
- Begin paying current charges plus something towards the delinquent balance each month; spread over a specified number of months.
- Stop future delinquency charges once a payment arrangement is established.
- Agree to a flat payment each month (divided over a specified period of time).
- Before making arrangements require documentation from the customer showing they have applied for utility assistance through 211 System.
- Pay balance in full on due date with no arrangements being made.

We have also attached two recent letters received by customers requesting adjustments to their accounts due to COVID. We have also received several phone requests to have the delinquency charges removed.

We hope this information will help the Board provided direction to Staff when they are dealing with delinquent accounts.

<u>Class</u>	<u>Balance</u>	<u>Arrears</u>	<u>Current</u>	<u>Cycle</u>	<u>Delinquency Charge Amt</u>	<u>Account Number</u>	<u>Landlord</u>	<u>Service Address</u>	<u>LIEN</u>
R	\$ 603.79	\$ 520.55	\$ 83.24	CV	175.29	002-0358-00	0	23307 Crestline Rd Crestline CA 92325	2021-0122339
R	\$ 322.36	\$ 233.70	\$ 88.66	CV	20.69	002-1026-00	0	782 N Village Ln Crestline CA 92325	Filed
B	\$ 277.07	\$ 219.97	\$ 57.10	CV	60.40	006-2674-09	0	23382 Crest Forest Dr Crestline CA 92325	Filed
R	\$ 307.56	\$ 258.00	\$ 49.56	CV	93.06	006-3014-27	1	719 Woodland Rd Crestline CA 92325	2019-0179998
R	\$ 930.51	\$ 787.77	\$ 142.74	CV	232.44	006-3026-00	0	722 Woodland Rd Crestline CA 92325	2021-0122346
R	\$ 1,008.04	\$ 912.65	\$ 95.39	CV	503.38	006-3084-00	0	700 Woodland Rd Crestline CA 92325	2020-0194985
R	\$ 349.27	\$ 221.75	\$ 127.52	CV	15.52	006-3376-00	0	594 Highway 138 Crestline CA 92325	Filed
R	\$ 410.18	\$ 344.37	\$ 65.81	CV	103.98	006-3478-09	1	704 Highway 138 Crestline CA 92325	2021-0174733
R	\$ 395.67	\$ 340.34	\$ 55.33	CV	120.07	008-4376-00	0	668 Mormon Springs Crestline CA 92325	2021-0122361
R	\$ 1,732.02	\$ 1,514.04	\$ 217.98	CV	647.54	010-5072-00	0	23406 Knapps Cutoff Crestline CA 92325	2020-0194986
R	\$ 522.68	\$ 444.75	\$ 77.93	CV	139.98	010-5078-00	0	23400 Knapps Cutoff Crestline CA 92325	2021-0122360
R	\$ 809.41	\$ 727.02	\$ 82.39	CV	312.61	010-5290-00	0	23339 Outlook Ln Crestline CA 92325	2021-0122359
R	\$ 431.20	\$ 368.79	\$ 62.41	CV	125.00	010-5584-00	0	446 Valley Ct Crestline CA 92325	2021-0122338
R	\$ 2,241.10	\$ 2,032.19	\$ 208.91	CV	970.43	010-5668-11	0	428 Valley Rd Crestline CA 92325	2020-0231487
R	\$ 302.17	\$ 248.20	\$ 53.97	CV	77.37	012-6792-09	0	465 Highway 138 Crestline CA 92325	Filed
R	\$ 1,374.79	\$ 1,236.35	\$ 138.44	CV	639.59	012-6984-00	0	23318 Brookside Rd Crestline CA 92325	2020-0194987
R	\$ 718.37	\$ 603.80	\$ 114.57	CV	42.27	012-7170-00	0	23196 Brookside Rd Crestline CA 92325	Filed
R	\$ 2,428.14	\$ 2,136.02	\$ 292.12	CV	697.57	014-8018-19	0	536 Woodsey Rd Crestline CA 92325	2021-0174730
R	\$ 3,367.06	\$ 3,042.11	\$ 324.95	CV	1,352.50	014-8256-00	0	23494 Blind Trail Crestline CA 92325	2020-0174007
R	\$ 965.30	\$ 933.80	\$ 31.50	CV	30.00	016-9354-00	0	23620 Hillside Dr Crestline CA 92325	2014-0115384/2021-0135307
R	\$ 686.47	\$ 530.34	\$ 156.13	CV	177.40	016-9486-00	0	23654 Hillside Dr Crestline CA 92325	2019-0293402
R	\$ 1,222.17	\$ 1,129.47	\$ 92.70	CV	223.38	018-0506-00	0	23501 Lake Dr Crestline CA 92325	2021-0122357
R	\$ 647.67	\$ 518.67	\$ 129.00	CV	122.07	018-0800-18	0	23650 Rocky Dell Crestline CA 92325	Filed
R	\$ 322.53	\$ 238.63	\$ 83.90	CV	67.34	018-0866-15	0	23649 Rocky Dell Crestline CA 92325	2021-0174731

<u>Class</u>	<u>Balance</u>	<u>Arrears</u>	<u>Current</u>	<u>Cycle</u>	<u>Delinquency Charge Amt</u>	<u>Account Number</u>	<u>Landlord</u>	<u>Service Address</u>	<u>LIEN</u>
R	\$ 659.79	\$ 582.42	\$ 77.37	CV	244.17	018-1058-00	0	23747 Pioneer Camp Crestline CA 92325	2021-0122353
R	\$ 336.30	\$ 275.32	\$ 60.98	CV	93.95	018-1064-00	0	23739 Pioneer Camp Crestline CA 92325	2021-0122354
R	\$ 572.66	\$ 485.06	\$ 87.60	CV	103.16	018-1094-01	0	628 Friendly Ln Crestline CA 92325	2021-0122355
R	\$ 911.23	\$ 869.53	\$ 41.70	CV	63.23	020-2226-00	0	820 High Rd Crestline CA 92325	2020-174006
R	\$ 389.44	\$ 329.75	\$ 59.69	CV	81.76	022-3086-02	0	23711 Bowl Rd Crestline CA 92325	Filed
R	\$ 285.52	\$ 223.10	\$ 62.42	CV	60.62	022-3230-00	0	23686 Scenic Dr Crestline CA 92325	Filed
R	\$ 257.40	\$ 210.60	\$ 46.80	CV	8.82	022-3554-00	0	931 Fern Dr Crestline CA 92325	Filed
R	\$ 255.70	\$ 209.20	\$ 46.50	CV	71.06	022-3602-00	0	23606 Crest Forest Dr Crestline CA 92325	Filed
R	\$ 857.32	\$ 684.12	\$ 173.20	CV	0.00	024-4678-00	0	1119 Big Tree Ln Crestline CA 92325	2019-0149000
R	\$ 466.88	\$ 406.90	\$ 59.98	CV	166.78	024-4750-07	0	979 Venus Way Crestline CA 92325	2021-0122350
R	\$ 512.90	\$ 481.40	\$ 31.50	CV	0.00	026-5346-00	0	972 Mercury Way Crestline CA 92325	2014-0115388
M	\$ 1,132.20	\$ 990.56	\$ 141.64	CV	392.00	028-6572-00	0	23878 Lakeview Dr Crestline CA 92325	2021-0122351
R	\$ 832.70	\$ 801.20	\$ 31.50	CV	45.00	028-6596-00	0	23917 Linx Dr Crestline CA 92325	2019-0353900
R	\$ 546.96	\$ 472.20	\$ 74.76	CV	187.28	028-6944-00	0	23833 Lakeview Dr Crestline CA 92325	2021-0122347
R	\$ 534.52	\$ 451.05	\$ 83.47	CV	141.62	030-7642-00	0	23913 Park Ln Crestline CA 92325	2021-0122340
R	\$ 247.20	\$ 200.70	\$ 46.50	CV	74.50	030-8230-00	0	23775 Bowl Rd Crestline CA 92325	2016-0477946
R	\$ 1,635.48	\$ 1,470.45	\$ 165.03	CV	581.13	030-8452-06	1	23913 Bowl Rd Crestline CA 92325	2020-0383538
R	\$ 3,208.34	\$ 2,926.11	\$ 282.23	CV	1,173.54	032-9192-00	0	23990 Wildwood Ln Crestline CA 92325	2020-0072400
R	\$ 1,819.79	\$ 1,633.16	\$ 186.63	CV	665.12	032-9648-00	0	23771 Pioneer Camp Crestline CA 92325	2021-0122342
R	\$ 611.74	\$ 519.24	\$ 92.50	CV	127.74	032-9798-11	1	23897 Straightway Crestline CA 92325	2021-0245226
R	\$ 250.00	\$ 218.50	\$ 31.50	CV	0.00	032-9822-19	1	23909 Straightway Crestline CA 92325	Filed
R	\$ 552.71	\$ 475.31	\$ 77.40	CV	0.00	034-0602-00	0	589 Alder Rd Crestline CA 92325	2015-0181088
R	\$ 398.97	\$ 324.36	\$ 74.61	CV	97.79	034-0806-16	0	23930 Springwater Rd Crestline CA 92325	2021-0122343

<u>Class</u>	<u>Balance</u>	<u>Arrears</u>	<u>Current</u>	<u>Cycle</u>	<u>Delinquency Charge Amt</u>	<u>Account Number</u>	<u>Landlord</u>	<u>Service Address</u>	<u>LIEN</u>
R	\$ 5,269.80	\$ 4,369.96	\$ 899.84	CV	1,435.09	034-0926-06	0	23854 Springwater Rd Crestline CA 92325	2021-0122344
B	\$ 1,351.27	\$ 1,190.54	\$ 160.73	CV	283.97	036-1372-09	1	24050 Lake Dr Crestline CA 92325	2021-0232101
R	\$ 495.98	\$ 429.32	\$ 66.66	CV	93.05	036-1954-00	0	24020 Pioneer Camp Crestline CA 92325	2020-0383539
R	\$ 326.13	\$ 241.99	\$ 84.14	CV	65.79	036-2052-00	0	23964 Straightway Crestline CA 92325	Filed
R	\$ 903.55	\$ 810.24	\$ 93.31	CV	327.35	038-2640-00	0	23931 Lakeview Dr Crestline CA 92325	2021-0122345
R	\$ 858.48	\$ 801.48	\$ 57.00	CV	0.00	038-3042-00	0	24029 Cresta Dr Crestline CA 92325	Filed
R	\$ 949.70	\$ 918.20	\$ 31.50	LG	26.07	045-0455-06	1	23785 Zurich Dr Crestline CA 92325	2019-0395894
R	\$ 353.60	\$ 276.20	\$ 77.40	LG	41.32	045-0621-05	0	23725 Zuger Dr Crestline CA 92325	2021-0284871
R	\$ 1,244.16	\$ 1,171.86	\$ 72.30	LG	587.52	045-0807-00	0	23855 Zuger Dr Crestline CA 92325	2020-0466537
R	\$ 384.72	\$ 302.22	\$ 82.50	LG	30.72	047-1251-00	0	24089 Zurich Dr Crestline CA 92325	Filed
R	\$ 343.77	\$ 312.27	\$ 31.50	LG	115.53	047-1425-00	0	461 Wylerhorn Dr Crestline CA 92325	Filed
R	\$ 3,371.24	\$ 3,339.74	\$ 31.50	LG	1,624.95	047-1581-00	0	24328 Wabern Dr Crestline CA 92325	2021-0026738
R	\$ 338.59	\$ 307.09	\$ 31.50	LG	162.70	047-1761-31	0	24229 Wabern Dr Crestline CA 92325	2020-0468547
R	\$ 703.69	\$ 667.09	\$ 36.60	LG	283.39	047-2105-08	0	126 Weisshorn Dr Crestline CA 92325	2021-0026739
R	\$ 287.35	\$ 225.25	\$ 62.10	LG	59.32	047-2267-00	0	201 Weisshorn Dr Crestline CA 92325	2020-0174102
R	\$ 1,718.86	\$ 1,621.06	\$ 97.80	LG	774.63	049-3163-14	0	129 Zermatt Dr CrestlineVillage CA 92325	2021-0026741
R	\$ 329.30	\$ 241.70	\$ 87.60	LG	47.08	049-3305-00	0	217 Wylerhorn Dr Crestline CA 92325	Filed
R	\$ 441.39	\$ 329.39	\$ 112.00	LG	30.22	051-4303-17	0	24260 Zurich Dr Crestline CA 92325	2021-0122335
R	\$ 518.83	\$ 406.83	\$ 112.00	LG	73.63	051-4381-00	0	24204 Zurich Dr Crestline CA 92325	2021-0243242
R	\$ 455.70	\$ 388.50	\$ 67.20	LG	0.00	051-4563-00	0	693 Tyrol Dr Crestline CA 92325	Filed
R	\$ 411.30	\$ 276.35	\$ 134.95	LG	34.34	051-4677-00	0	812 Bergschrund Dr Crestline CA 92325	2020-0466541
R	\$ 775.16	\$ 617.26	\$ 157.90	LG	141.66	053-5265-03	0	24359 Montreaux Dr Crestline CA 92325	2021-0122336
R	\$ 526.15	\$ 406.50	\$ 119.65	LG	107.05	053-5547-00	0	24573 Horst Dr Crestline CA 92325	2020-0174103/2021-0026742
R	\$ 286.80	\$ 219.60	\$ 67.20	LG	60.06	055-6437-00	0	24236 Altdorf Dr Crestline CA 92325	2021-0018240
R	\$ 2,950.62	\$ 2,888.52	\$ 62.10	LG	1,458.69	055-6701-00	0	24180 Cresta Dr Crestline CA 92325	2020-0193302

<u>Class</u>	<u>Balance</u>	<u>Arrears</u>	<u>Current</u>	<u>Cycle</u>	<u>Delinquency Charge Amt</u>	<u>Account Number</u>	<u>Landlord</u>	<u>Service Address</u>	<u>LIEN</u>
R	\$ 1,428.18	\$ 1,308.53	\$ 119.65	LG	512.50	059-9051-00	0	24493 Geneva Dr Crestline CA 92325	2021-0026745
R	\$ 806.13	\$ 764.43	\$ 41.70	LG	224.74	063-1325-15	0	494 Delle Dr Crestline CA 92325	2021-0026747
R	\$ 774.66	\$ 655.01	\$ 119.65	LG	27.56	065-2953-00	0	24812 Edelweiss Dr Crestline CA 92325	2020-0466536
R	\$ 1,122.95	\$ 1,060.85	\$ 62.10	LG	497.42	065-3309-00	0	24691 Edelweiss Dr Crestline CA 92325	2020-0466535
R	\$ 1,268.93	\$ 1,237.43	\$ 31.50	LG	692.35	067-3909-00	0	389 Dorn Dr Crestline CA 92325	2020-0193303
R	\$ 700.27	\$ 658.57	\$ 41.70	LG	257.37	067-4041-00	0	318 Dorn Dr Crestline CA 92325	2021-018243
R	\$ 277.10	\$ 230.30	\$ 46.80	LG	70.74	069-5737-00	0	808 Arbula Dr Crestline CA 92325	2020-0193301
R	\$ 1,050.65	\$ 1,019.15	\$ 31.50	LG	0.00	069-5983-00	0	684 Arbula Dr Crestline CA 92325	2019-0005111
R	\$ 426.50	\$ 279.20	\$ 147.30	LG	64.54	071-7003-05	0	24910 Saxon Dr Crestline CA 92325	2021-0284870
R	\$ 736.48	\$ 684.58	\$ 51.90	LG	282.99	071-7333-00	0	777 Arosa Dr Crestline CA 92325	2021-0026748
R	\$ 580.05	\$ 497.55	\$ 82.50	LG	0.00	075-9649-00	0	24809 Faulhorn Dr Crestline CA 92325	Filed
R	\$ 279.15	\$ 217.05	\$ 62.10	LG	37.61	079-1297-00	0	856 Arbula Dr Crestline CA 92325	2021-0026752
R	\$ 978.04	\$ 895.54	\$ 82.50	LG	292.91	079-1401-00	0	955 Arbula Dr Crestline CA 92325	2021-0026753
R	\$ 427.82	\$ 391.22	\$ 36.60	LG	88.19	079-1419-09	1	966 Arbula Dr Crestline CA 92325	2021-0243948
R	\$ 365.75	\$ 308.75	\$ 57.00	LG	66.64	079-1869-00	0	25006 Valle Dr Crestline CA 92325	Filed
R	\$ 585.16	\$ 553.66	\$ 31.50	LG	241.72	079-2145-00	0	997 Berne Dr Crestline CA 92325	2021-0018244
R	\$ 911.00	\$ 879.50	\$ 31.50	LG	30.00	085-5425-00	0	966 Calanda Dr Crestline CA 92325	2019-0395890
R	\$ 776.13	\$ 703.83	\$ 72.30	LG	286.27	087-6625-00	0	725 Chateau Dr Crestline CA 92325	2020-0193298
R	\$ 267.66	\$ 236.16	\$ 31.50	LG	85.71	091-9333-19	1	687 Ashlar Dr Crestline CA 92325	2021-0018247
R	\$ 1,598.14	\$ 1,520.74	\$ 77.40	LG	636.02	093-0539-00	0	407 Dart Canyon Rd Crestline CA 92325	2020-0466533
R	\$ 716.83	\$ 654.73	\$ 62.10	LG	241.57	093-0781-00	0	25123 Moon Dr Crestline CA 92325	2021-0018248
R	\$ 841.59	\$ 784.59	\$ 57.00	LG	285.91	093-0799-00	0	25118 Moon Dr Crestline CA 92325	2021-0018249
	<u>\$ 82,166.59</u>	<u>\$ 73,084.05</u>	<u>\$ 9,082.54</u>		<u>\$ 24,116.04</u>				
							9		

**From:** SLO JP <slojp3@gmail.com>  
**Sent:** Wednesday, June 30, 2021 10:43 AM  
**To:** Crestline Village Water  
**Cc:** cmtatum@cvwater.com  
**Subject:** Re: Follow up question on non- payment: Are you requiring some form of Covid Related hardship Documentation for non-payment, and if so, has my Tenant Alejandra Rishton submitted anything?

Laurie

Can you make an adjustment to my account and and help come up with a reasonable payment agreement?

Currently I have a large tenant accrued bill. Last month I had reached out in hopes of a resolution but you were unavailable at the time. Dawn didn't seem to have the authority to adress the matter fully.

Today I made a good faith payment of \$300 intended toward monthly charges and to hopefully stop further accrual of fees. I am still questioning the the existing late fees at this time. They have been imposed even without response to the leak adjustment request. And they seem unreasonable especially considering the impact the pandemic has had.

Back in October, I requested a leak adjustment when I learned about a leak at the property. I immediately addressed the issue with your office and had the leak repaired. It still does not appear that any adjustment was reflected on the bill though.

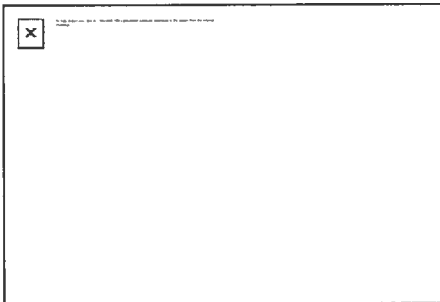
I have received no form of COVID 19 or any mother assistance related to this huge bill.

What can you do about this matter? Please help!

Thank you for your time.

Jeff Meyer

On Tue, Oct 27, 2020 at 8:30 AM Crestline Village Water <[cvwater@cvwater.com](mailto:cvwater@cvwater.com)> wrote:



See attached reply. Original to follow by mail.

Larrie Ann Davis

Office Manager

(909) 338-1727 Ext. 228

[ladavis@cvwater.com](mailto:ladavis@cvwater.com)

PO Box 3347

Crestline, CA 92325-3347

**From:** SLO JP <[slojp3@gmail.com](mailto:slojp3@gmail.com)>

**Sent:** Monday, October 26, 2020 5:42 PM

**To:** [cvwater@cvwater.com](mailto:cvwater@cvwater.com)

**Subject:** Follow up question on non- payment: Are you requiring some form of Covid Related hardship Documentation for non-payment, and if so, has my Tenant Alejandra Rishton submitted anything?

Are you requiring the

On Mon, Oct 26, 2020, 5:19 PM SLO JP <[slojp3@gmail.com](mailto:slojp3@gmail.com)> wrote:

Hi,

I talked with Carlie over the phone earlier today and I understand that you could help me by getting me a letter documenting the recent meter flow and apparent leak and also make a Leak Adjustment on to the next bill.

I anticipate that the leak will be repaired by the end of the day Wednesday, which is apparently the soonest we can get in given tenant noticing requirements.

Thank you for your help, and please let me know if you have any questions.

Jeff Meyer

Owner - 24328 Wabern Dr

(805) 235-1153





Crestline Village Water District, CA

# Account Transaction Report

**047-1581-00**

Rishton, Alejandra  
PO Box 2955  
Crestline, CA 92325-2955

**Service Address: 24328 Wabern Dr**

Balance Due: 3,283.99

Date	Transaction	Packet Number	Receipt No.	Transaction Description	Amount	Balance
6/30/2021	Payment	Batch:Cashiering Batch B03041	R04555		-300.00	3,071.24
6/17/2021	Bill	UBPKT03071		BILL 5/15/2021 - 6/15/2021	31.50	3,371.24
6/10/2021	Cutoff Exclusion	UBPKT03048		CUTOFF EXCLUSION Billing Criteria: UBPKT028	0.00	3,339.74
6/3/2021	Penalty	UBPKT03014		PENALTY Billing Criteria: UBPKT02844	215.79	3,339.74
5/20/2021	Bill	UBPKT02967		BILL 4/15/2021 - 5/15/2021	40.70	3,123.95
5/12/2021	Cutoff Exclusion	UBPKT02935		CUTOFF EXCLUSION Billing Criteria: UBPKT027	0.00	3,083.25
5/6/2021	Penalty	UBPKT02918		PENALTY Billing Criteria: UBPKT02744	198.68	3,083.25
4/20/2021	Bill	UBPKT02844		BILL 3/15/2021 - 4/15/2021	45.80	2,884.57
4/13/2021	Cutoff Exclusion	UBPKT02831		CUTOFF EXCLUSION Billing Criteria: UBPKT026	0.00	2,838.77
4/8/2021	Penalty	UBPKT02793		PENALTY Billing Criteria: UBPKT02667	182.02	2,838.77
3/18/2021	Bill	UBPKT02744		BILL 2/15/2021 - 3/15/2021	56.00	2,656.75
3/11/2021	Cutoff Exclusion	UBPKT02714		CUTOFF EXCLUSION Billing Criteria: UBPKT025	0.00	2,600.75
3/4/2021	Penalty	UBPKT02706		PENALTY Billing Criteria: UBPKT02566	166.78	2,600.75
2/19/2021	Bill	UBPKT02667		BILL 1/15/2021 - 2/15/2021	50.90	2,433.97
2/10/2021	Cutoff Exclusion	UBPKT02655		CUTOFF EXCLUSION Billing Criteria: UBPKT024	0.00	2,383.07
2/4/2021	Penalty	UBPKT02625		PENALTY Billing Criteria: UBPKT02466	151.54	2,383.07
1/21/2021	Bill	UBPKT02566		BILL 12/15/2020 - 1/15/2021	66.20	2,231.53
1/12/2021	Cutoff Exclusion	UBPKT02541		CUTOFF EXCLUSION Billing Criteria: UBPKT023	0.00	2,165.33
1/7/2021	Penalty	UBPKT02514		PENALTY Billing Criteria: UBPKT02372	138.29	2,165.33
12/18/2020	Bill	UBPKT02466		BILL 11/15/2020 - 12/15/2020	50.90	2,027.04
12/16/2020	Cutoff Exclusion	UBPKT02436		CUTOFF EXCLUSION Billing Criteria: UBPKT023	0.00	1,976.14
12/10/2020	Penalty	UBPKT02408		PENALTY Billing Criteria: UBPKT02302	118.49	1,976.14
11/23/2020	Bill	UBPKT02372		BILL 10/15/2020 - 11/15/2020	164.55	1,857.65
11/17/2020	Cutoff Exclusion	UBPKT02358		CUTOFF EXCLUSION Billing Criteria: UBPKT021	0.00	1,693.10
11/5/2020	Penalty	UBPKT02350		PENALTY Billing Criteria: UBPKT02171	91.89	1,693.10
10/19/2020	Bill	UBPKT02302		BILL 9/15/2020 - 10/15/2020	288.05	1,601.21
10/14/2020	Cutoff Exclusion	UBPKT02290		CUTOFF EXCLUSION Billing Criteria: UBPKT020	0.00	1,313.16
10/8/2020	Penalty	UBPKT02278		PENALTY Billing Criteria: UBPKT02064	66.60	1,313.16
9/17/2020	Bill	UBPKT02171		BILL 8/15/2020 - 9/15/2020	294.60	1,246.56
9/10/2020	Cutoff Exclusion	UBPKT02148		CUTOFF EXCLUSION Billing Criteria: UBPKT019	0.00	951.96
9/3/2020	Penalty	UBPKT02123		PENALTY Billing Criteria: UBPKT01948	55.49	951.96
8/20/2020	Bill	UBPKT02064		BILL 7/15/2020 - 8/15/2020	103.35	896.47
8/12/2020	Cutoff Exclusion	UBPKT02029		CUTOFF EXCLUSION Billing Criteria: UBPKT018	0.00	793.12
8/6/2020	Penalty	UBPKT02018		PENALTY Billing Criteria: UBPKT01800	42.50	793.12
7/20/2020	Bill	UBPKT01948		BILL 6/15/2020 - 7/15/2020	143.10	750.62
7/14/2020	Cutoff Exclusion	UBPKT01910		CUTOFF EXCLUSION Billing Criteria: UBPKT014	0.00	607.52
7/9/2020	Penalty	UBPKT01894		PENALTY Billing Criteria: UBPKT01496	34.47	607.52
6/18/2020	Bill	UBPKT01800		BILL 5/15/2020 - 6/15/2020	80.10	573.05
6/11/2020	Cutoff Exclusion	UBPKT01711		CUTOFF EXCLUSION Billing Criteria: UBPKT013	0.00	492.95
6/4/2020	Penalty	UBPKT01629		PENALTY Billing Criteria: UBPKT01354	26.97	492.95
5/20/2020	Bill	UBPKT01496		BILL 4/15/2020 - 5/15/2020	80.10	465.98
5/18/2020	Cutoff Exclusion	UBPKT01463		CUTOFF EXCLUSION Billing Criteria: UBPKT011	0.00	385.88
5/7/2020	Penalty	UBPKT01448		PENALTY Billing Criteria: UBPKT01179	20.53	385.88
4/21/2020	Bill	UBPKT01354		BILL 3/15/2020 - 4/15/2020	71.70	365.35
4/16/2020	Cutoff Exclusion	UBPKT01329		CUTOFF EXCLUSION Billing Criteria: UBPKT010	0.00	293.65
4/9/2020	Penalty	UBPKT01299		PENALTY Billing Criteria: UBPKT01082	15.87	293.65
3/20/2020	Bill	UBPKT01179		BILL 2/15/2020 - 3/15/2020	50.70	277.78
3/11/2020	Cutoff Exclusion	UBPKT01132		CUTOFF EXCLUSION Billing Criteria: UBPKT009	0.00	227.08
3/10/2020	Payment	Batch:B00904	R42821		-120.00	227.08
3/5/2020	Penalty	UBPKT01131		PENALTY Billing Criteria: UBPKT00971	17.68	347.08

Balance Due for Account 047-1581-00: 3,283.99

Zia & Heather Perugi  
24180 Cresta Drive  
Crestline  
CA 92325.

29<sup>th</sup> June 2021

Ref:- Acc. No 055-6701-00

Dear Larrie,

I am writing to you, to see if it is possible to do anything about the late charges which have become a large part of the debt we owe you. I understand you may be able to bring this matter to the board of Directors for their consideration. Covid 19 hit our household financially and I was unaware how large the late fees were, as I did not look at the bills due to stress.

055-6701.00

I am happy to make an arrangement with you as discussed by paying our bill on time, and paying \$80 per month towards the arrears. But the arrears are largely late fees which have compounded the whole debt. Hopefully you may be able to help us reduce this.

Yours sincerely

Zia & Heather Faruqi



Crestline Village Water District, CA

# Account Transaction Report

**055-6701-00**

Fletcher, Zia Faruqui & Heather  
PO Box 1790  
Crestline, CA 92325-1790

**Service Address: 24180 Cresta Dr**

Balance Due: 3,023.02

Date	Transaction	Packet Number	Receipt No.	Transaction Description	Amount	Balance
6/30/2021	Payment	Batch:Cashiering Batch B03042	R04583		-121.30	2,829.32
6/17/2021	Bill	UBPKT03071		BILL 5/15/2021 - 6/15/2021	62.10	2,950.62
6/10/2021	Cutoff Exclusion	UBPKT03048		CUTOFF EXCLUSION Billing Criteria: UBPKT028	0.00	2,888.52
6/3/2021	Penalty	UBPKT03014		PENALTY Billing Criteria: UBPKT02844	184.31	2,888.52
5/20/2021	Bill	UBPKT02967		BILL 4/15/2021 - 5/15/2021	71.30	2,704.21
5/12/2021	Cutoff Exclusion	UBPKT02935		CUTOFF EXCLUSION Billing Criteria: UBPKT027	0.00	2,632.91
5/6/2021	Penalty	UBPKT02918		PENALTY Billing Criteria: UBPKT02744	167.25	2,632.91
4/20/2021	Bill	UBPKT02844		BILL 3/15/2021 - 4/15/2021	76.40	2,465.66
4/13/2021	Cutoff Exclusion	UBPKT02831		CUTOFF EXCLUSION Billing Criteria: UBPKT026	0.00	2,389.26
4/8/2021	Penalty	UBPKT02793		PENALTY Billing Criteria: UBPKT02667	151.65	2,389.26
3/18/2021	Bill	UBPKT02744		BILL 2/15/2021 - 3/15/2021	71.30	2,237.61
3/11/2021	Cutoff Exclusion	UBPKT02714		CUTOFF EXCLUSION Billing Criteria: UBPKT025	0.00	2,166.31
3/11/2021	Failed Arrangement	UBPKT02714		FAILED ARRANGEMENT(S)	0.00	2,166.31
3/4/2021	Penalty	UBPKT02706		PENALTY Billing Criteria: UBPKT02566	136.73	2,166.31
2/19/2021	Bill	UBPKT02667		BILL 1/15/2021 - 2/15/2021	76.40	2,029.58
2/10/2021	Cutoff Exclusion	UBPKT02655		CUTOFF EXCLUSION Billing Criteria: UBPKT024	0.00	1,953.18
2/4/2021	Penalty	UBPKT02625		PENALTY Billing Criteria: UBPKT02466	122.78	1,953.18
1/21/2021	Bill	UBPKT02566		BILL 12/15/2020 - 1/15/2021	76.40	1,830.40
1/12/2021	Cutoff Exclusion	UBPKT02541		CUTOFF EXCLUSION Billing Criteria: UBPKT023	0.00	1,754.00
1/7/2021	Penalty	UBPKT02514		PENALTY Billing Criteria: UBPKT02372	109.75	1,754.00
12/18/2020	Bill	UBPKT02466		BILL 11/15/2020 - 12/15/2020	76.40	1,644.25
12/16/2020	Cutoff Exclusion	UBPKT02436		CUTOFF EXCLUSION Billing Criteria: UBPKT023	0.00	1,567.85
12/10/2020	Penalty	UBPKT02408		PENALTY Billing Criteria: UBPKT02302	92.80	1,567.85
11/23/2020	Bill	UBPKT02372		BILL 10/15/2020 - 11/15/2020	149.25	1,475.05
11/17/2020	Cutoff Exclusion	UBPKT02358		CUTOFF EXCLUSION Billing Criteria: UBPKT021	0.00	1,325.80
11/5/2020	Penalty	UBPKT02350		PENALTY Billing Criteria: UBPKT02171	77.40	1,325.80
10/19/2020	Bill	UBPKT02302		BILL 9/15/2020 - 10/15/2020	142.70	1,248.40
10/14/2020	Cutoff Exclusion	UBPKT02290		CUTOFF EXCLUSION Billing Criteria: UBPKT020	0.00	1,105.70
10/8/2020	Penalty	UBPKT02278		PENALTY Billing Criteria: UBPKT02064	61.57	1,105.70
9/17/2020	Bill	UBPKT02171		BILL 8/15/2020 - 9/15/2020	164.55	1,044.13
9/10/2020	Cutoff Exclusion	UBPKT02148		CUTOFF EXCLUSION Billing Criteria: UBPKT019	0.00	879.58
9/3/2020	Penalty	UBPKT02123		PENALTY Billing Criteria: UBPKT01948	52.88	879.58
8/20/2020	Bill	UBPKT02064		BILL 7/15/2020 - 8/15/2020	71.30	826.70
8/12/2020	Cutoff Exclusion	UBPKT02029		CUTOFF EXCLUSION Billing Criteria: UBPKT018	0.00	755.40
8/6/2020	Penalty	UBPKT02018		PENALTY Billing Criteria: UBPKT01800	43.77	755.40
7/20/2020	Bill	UBPKT01948		BILL 6/15/2020 - 7/15/2020	86.40	711.63
7/14/2020	Cutoff Exclusion	UBPKT01910		CUTOFF EXCLUSION Billing Criteria: UBPKT014	0.00	625.23
7/9/2020	Penalty	UBPKT01894		PENALTY Billing Criteria: UBPKT01496	35.94	625.23
6/18/2020	Bill	UBPKT01800		BILL 5/15/2020 - 6/15/2020	75.90	589.29
6/11/2020	Cutoff Exclusion	UBPKT01711		CUTOFF EXCLUSION Billing Criteria: UBPKT013	0.00	513.39
6/4/2020	Penalty	UBPKT01629		PENALTY Billing Criteria: UBPKT01354	29.44	513.39
5/20/2020	Bill	UBPKT01496		BILL 4/15/2020 - 5/15/2020	63.30	483.95
5/18/2020	Cutoff Exclusion	UBPKT01463		CUTOFF EXCLUSION Billing Criteria: UBPKT011	0.00	420.65
5/7/2020	Penalty	UBPKT01448		PENALTY Billing Criteria: UBPKT01179	23.93	420.65
4/21/2020	Bill	UBPKT01354		BILL 3/15/2020 - 4/15/2020	54.90	396.72
4/16/2020	Cutoff Exclusion	UBPKT01329		CUTOFF EXCLUSION Billing Criteria: UBPKT010	0.00	341.82
4/9/2020	Penalty	UBPKT01299		PENALTY Billing Criteria: UBPKT01082	19.32	341.82
3/20/2020	Bill	UBPKT01179		BILL 2/15/2020 - 3/15/2020	46.50	322.50
3/11/2020	Cutoff Exclusion	UBPKT01132		CUTOFF EXCLUSION Billing Criteria: UBPKT009	0.00	276.00

Balance Due for Account 055-6701-00: 3,023.02

(Res. 200, March 11, 1982.)

### **3.1.8 Discontinuance of Service**

#### **3.1.8.1 Customer's Request for Discontinuance of Service.**

Discontinuance of service may be made at any time during the year at the written request of the customer being provided such service provided the then account for service to such customer is current and is paid in full at the time of such request for discontinuance. The written request for such discontinuance shall be made by the customer upon a form of request for discontinuance of service to be provided by the District and in no other manner. Upon such requested discontinuance of service, the water meter serving the premises on which said discontinuance has been requested will be removed from said premises and the water service shut off at the water main serving such premises. A reinstatement or reconnection charge of Two Hundred Seventy-five Dollars (\$275.00) for a 5/8" x 3/4" meter, a full 3/4" meter or a 1" meter will be made and collected prior to reinstatement or renewing of service following a requested discontinuance of service.

(Res. 200, March 11, 1982; amended by Res. 245, January 19, 1989; amended by Res. 353, June 20, 2006.)

#### **3.1.8.2 Non-Payment of Bills.**

If an account is not paid in full on or before the twenty-fifth (25th) day following the date of the mailing of the bill, service may be suspended for non-payment and a late payment penalty of Ninety Dollars (\$90.00) shall be charged and added to the water bill and collected prior to restoring the water service. Failure to receive a bill does not relieve the customer of liability. Any amount due shall be deemed a debt to the District and any person, firm or corporation failing, neglecting or refusing to pay said indebtedness shall be liable in an action in the name of the District in any court of competent jurisdiction for the amount thereof.

(Res. 200, March 11, 1982; amended by Res. 245, January 19, 1989; amended by Res. 350, March 28, 2006.)

#### **3.1.8.3 Ten Day Notice and Right to Contest.**

At least ten (10) days prior to the suspension of a customer's water service for non-payment of a bill for water, the District shall notify the customer by means of a notice mailed, postage prepaid, to the customer to whom the service is billed. Such notice shall not be mailed earlier than nineteen (19) days from the date of mailing the District's bill for services, and the 10-day period shall not commence until five (5) days after the mailing of the notice. The mailed notice shall include all of the following information:

- (a) The name and address of the customer whose account is delinquent.
- (b) The amount of the delinquency.
- (c) The date by which payment or arrangements for payment is required in order to avoid the suspension of water service.
- (d) The procedure by which the customer may initiate a complaint or request an investigation concerning service or charges.
- (e) The procedure by which the customer may request amortization of the unpaid charges.
- (f) The procedure for the customer to obtain information on the availability of financial assistance, including private, local, state or federal sources.
- (g) The telephone number of a representative of the District who can provide additional information or institute arrangements for payment.

If the District has not received payment prior to the time that the forty-eight hour notice is to be given (as is required under section 3.1.8.4) a hang notice and delinquency charge in the amount of \$15.00 or 7% of the unpaid balance on the customer's water bill, whichever is greater, will be added to the account. The day that such hang notice and delinquency charge will be added to the bill and the amount of the charge shall be included in the mailed notice. If the customer chooses to contest the decision to suspend service, the customer shall be given an opportunity to do so prior to the suspension of service at a hearing conducted by the General Manager of the District or his designee.

(Res. 200, March 11, 1982; amended by Res. 245, January 19, 1989; amended by Res. 350, March 28, 2006.)

#### **3.1.8.4 Forty-Eight Hours Notice.**

The District shall make a reasonable, good faith effort to contact an adult person residing at the premises of the customer by telephone or in person at least forty-eight (48) hours prior to any suspension of a customer's water service. Such forty-eight hour notice shall include the items of information in section 3.1.8.3 (a), (b), (c), (f) and (g) above.

(Res. 200, March 11, 1982; amended by Res. 245, January 19, 1989.)

#### **3.1.8.5 Regular Business Hours.**

Payments shall be received only at the District office during regular business hours, through the U. S. Postal Service or in the mail drop provided for after

hours payments at the District office. District personnel are not authorized to receive payments in the field, and water service shall be restored only during regular business hours unless prior arrangements are made with the District office.

(Res. 200, March 11, 1982; amended by Res. 245, January 19, 1989.)

**3.1.8.6 Collection By Suit.**

All unpaid rates and charges and penalties herein provided may be collected by suit and defendant shall pay all costs of suit in any judgment rendered in favor of the District.

(Res. 200, March 11, 1982; amended by Res. 245, January 19, 1989.)

**3.1.8.7 Returned Checks.**

If a customer's check in payment of the customer's account is not honored for any reason whatsoever by the customer's bank and cannot be redeposited, the amount of said check, plus a Returned Check Service Fee of Twenty Dollars (\$20.00) shall be charged to the customer's account and the customer shall be given a notice to remit payment in cash, a cashier's check or a money order within five (5) days. If such payment is not made within the five (5) day period, the water service shall be suspended for non-payment in accordance with section 3.1.8.2 above until the entire amount past due has been paid. Payment of any applicable penalty charges must also be in the form of cash, cashier's check or money order.

(Res. 200, March 11, 1982; amended by Res. 245, January 19, 1989; amended by Res. 312, Section 1, February 16, 1999.)

**3.1.8.8 Unsafe Apparatus and Cross-Connections.**

Water service may be refused or discontinued to any premises where apparatus or appliances are in use which might endanger or disturb the service to other customers. Water service may be refused or discontinued to any premises where there exists a cross-connection in violation of these Rules and Regulation or of any State Health Department Standards.

(Res. 200, March 11, 1982; amended by Res. 245, January 19, 1989.)

**3.1.8.9 Fraud or Abuse.**

Water service may be discontinued if necessary to protect the District against fraud or abuse.

(Res. 200, March 11, 1982; amended by Res. 245, January 19, 1989.)

**3.1.8.10 Non-Compliance.**

Water service may be discontinued for non-compliance with any of the District's Rules and Regulations for water service.

(Res. 200, March 11, 1982; amended by Res. 245, January 19, 1989.)

**3.1.8.11 Recording Lien.**

When a statement of delinquent charges and all penalties and other charges which have accrued thereon has been prepared as provided herein, such statement shall be recorded and after it has been recorded, the same shall constitute a lien upon the real property receiving or to receive the service, excepting publicly owned property. Such lien shall continue until the charges and all penalties thereon have been fully paid or the property subject thereto has been sold to satisfy the lien. The minimum charge shall continue to accrue during the period of non-payment. The statement shall contain the County Assessor's Parcel Number of the property served, the property owner's name and last known mailing address, the amount of the charges and penalties accrued to the date of recording and the section of the State Water Code granting authority for filing such lien. The statement shall be executed by the General Manager of the District and his signature shall be acknowledged. The statement shall be filed with the County Recorder of San Bernardino County, California and shall have the same force, effect, priority and duration of an abstract of judgment against the owner of the real property and may be enforced in like manner.

(Res. 200, March 11, 1982; amended by Res. 245, January 19, 1989.)

**3.1.8.12 Discontinuance of Service to Multi-Unit Structures and Mobilehome Parks.**

Whenever the District provides water service through a master meter to a multi-unit residential structure or mobilehome park and the customer of record for such service fails to timely pay for service, the District may discontinue such service in accordance with the provisions of this Section 3.1.8; provided, however, that the District shall also make every good faith effort to inform the actual users of the service, when the account is in arrears, by means of a notice, that service will be terminated in ten (10) days. The notice shall further inform the actual users that they have the right to arrange for continued water service from the District without being required to pay the amount due on the delinquent account if one or more of the actual users are willing and able to assume responsibility for the entire account, to the satisfaction of the District. At a minimum, the District shall require (1) the agreement of the actual user or users to comply with all District Rules and Regulations for Water Service, and (2) a deposit equal to the amount of two month's average billing for such service, as such amount is determined by the District, or demonstrate to the satisfaction of the District General Manager, or his designee, that such actual user or users have the ability to timely pay