



Memo

To: Board of Directors
From: Larrie Ann Davis
Date: September 10, 2015
Subject: Request to be Placed on the Agenda, Phyllis Stassi
Account No. 32-9864-00, 23933 Straightway

Ms. Stassi's account was shut off for non-payment on August 26, 2015. She is contesting the \$90.00 non-payment penalty as she owed the District for only two months and was only two days late. She has complained of our procedures to Supervisor Rutherford and the Public Utilities Commission. Attached is a copy of the account history.

Ms. Stassi was billed \$55.30 on July 1, 2015 with a due date of August 3, 2015. On August 3, 2015 another bill was prepared. This bill was for \$59.50 added to the previous bill of \$55.30 for a total due of \$114.80 by August 19, 2015. This bill reflected the date payment needed to be made to prevent a delinquency charge and the date to prevent the non-payment charge and shutoff.

No payment was made on the account by the August 19th due date and a hang notice was hung at the front door of the property. The intent of the hang notice is to notify anyone who may be occupying the property and **not** receiving the bill, of the pending shutoff. The hang notice notified any occupants of the amount due and the payment due date of August 24, 2015 at 4:00 pm. A \$15.00 delinquency charge was also added to the account.

On August 26, 2015, when no payment had been made and no telephone calls requesting arrangements had been received, the account was shut off for non-payment.

We are not recommending an adjustment to the account. The \$90.00 non-payment penalty covers the administrative charges of managing past due accounts, as well as the cost of the servicemen and trucks to post notices on individual doors and to lock off and turn on the meter. Ms. Stassi received two bills and a hang notice informing her of the due dates to prevent the shutoff.

32-9864-00

To Whom it May Concern:

I, Phyllis Stasi, would like to be on
The agenda for the next bond meeting, which
is scheduled for 9/15/15 @ 3:00 p.m.

P. Stasi
8/26/15

PAID

AUG 26 2015

CVWD

BY: *[Signature]*

CRESTLINE VILLAGE WATER

PROGRAM: RH1

ACCOUNTS RECEIVABLE HISTORY PRINT

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SEPTEMBER 9, 2015

Srvc Add 23933 STRAIGHTWAY Meter No. 89667635 Date Billed 09/01/15
 Acct No. 32-9864-00 Type NEP Bill Amount 51.10
 Name (O) STASSI FAM SURV TRUST Size 11 Date Paid / /
 (R) Rate Code R 01 Amount Paid .00
 Unit/OTH PHYLLIS E STASSO RES TRST Deposit .00 Assessment 15.00
 PO BOX 270 Date / / Special Pay
 CRESTLINE CA 92325-0270 Water Bal 51.10
 Meter Loc: FL ILW POINT OF ROOF 3'OS T1989 B L1453

Date	Description	Read	Consum	Billed	Paid	Balance
09/01/15	Monthly Charge	27700	800	17.50		51.10
09/01/15	Basic Allocatio		800-	33.60		51.10
08/01/15	TO:32-9864-01					.00
08/26/15	PAYMENT				219.80	.00
*** 08/26/15	Non-pay Penalty			90.00		219.80
08/20/15	Delinq. Charge			15.00		129.80
08/01/15	Monthly Charge	26900	1000	17.50		114.80
08/01/15	Basic Allocatio		1000-	42.00		114.80
07/01/15	Monthly Charge	25900	900	17.50		55.30
07/01/15	Basic Allocatio		900-	37.80		55.30
06/18/15	PAYMENT				159.80	.00
06/01/15	Monthly Charge	25000	800	17.50		159.80
06/01/15	Basic Allocatio		800-	33.60		159.80
05/21/15	Delinq. Charge			15.00		108.70
05/01/15	Monthly Charge	24200	700	17.50		93.70
05/01/15	Basic Allocatio		700-	29.40		93.70
04/01/15	Monthly Charge	23500	700	17.50		46.80
04/01/15	Basic Allocatio		700-	29.40		46.80
04/01/15	PAYMENT				47.00	.10-
03/01/15	Monthly Charge	22800	700	17.50		46.90
03/01/15	Basic Allocatio		700-	29.40		46.90
02/25/15	PAYMENT				116.60	.00
02/19/15	Delinq. Charge			15.00		116.60
02/01/15	Monthly Charge	22100	800	17.50		101.60
02/01/15	Basic Allocatio		800-	33.60		101.60
01/12/15	PAYMENT				90.00	50.50
01/01/15	Monthly Charge	21300	800	17.50		140.50
01/01/15	Basic Allocatio		800-	33.60		140.50
01/05/15	PAYMENT				30.00	89.40
12/23/14	Delinq. Charge			15.00		119.40
12/01/14	Monthly Charge	20500	700	17.50		104.40
12/01/14	Basic Allocatio		700-	29.40		104.40
12/01/14	PAYMENT				65.00	57.50
11/20/14	Delinq. Charge			15.00		122.50
11/01/14	Monthly Charge	19800	700	17.50		107.50
11/01/14	Basic Allocatio		700-	29.40		107.50
11/03/14	PAYMENT				60.00	60.60
10/23/14	Delinq. Charge			15.00		120.60
10/01/14	Monthly Charge	19100	700	17.50		105.60
10/01/14	Basic Allocatio		700-	29.40		105.60
09/23/14	PAYMENT				65.00	58.70
09/18/14	Delinq. Charge			15.00		123.70
09/01/14	Monthly Charge	18400	700	17.50		108.70