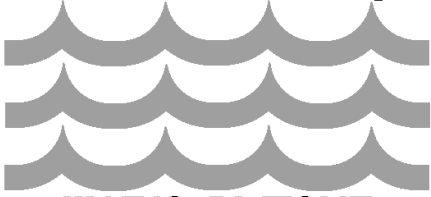

crestline village



WATER DISTRICT

Memo

To: Board of Directors
From: Josselyn Quine
Date: August 12, 2022
Subject: Discussion Regarding Board Policy for Shutoffs – Mr. Lewis 25034 Saxon Dr.

On April 20, 2022, Judith Anderson was doing her monthly billing and noticed 300 cu. ft. of consumption was being used daily since about the end of March. Judith sent a serviceman out to house. No one was home so a notice was hung on the door advising customer of leak. Judith also tried calling customer but voicemail was full. We didn't hear from customers again until May 10. They called back once they received their bill of \$387.40. Leak continued until May 10th resulting in another bill in the amount of \$839.85. A decision was made to not shut off meter due to customers living locally.