



Memo

To: Board of Directors
From: Larrie Ann Davis
Date: February 17, 2017
Subject: Request to be Placed on the Agenda, Trina Brettmann
Account No. 36-1378-00; 24047 Lake Drive

Ms. Brettmann requested to be placed on the agenda to discuss a number of items regarding her high water bill. Ms. Brettmann owns the Sleepy Hollow Motel and has three meters on the property. Her concerns/requests are listed below.

- **There was no notification by District staff when a leak began on her property.**

Telephone calls to the customer are a courtesy. District Administrative Code states it is the customers' responsibility to maintain their on-site plumbing. It also states the District's jurisdiction and responsibility ends at the meter and the District will in no case be liable for damages occasioned by water running from open or faulty fixtures, or from broken or damaged pipes on the customer's side of the meter.

- **Reversal of the Automatic Payment of \$442.55 processed on February 4, 2017.**

Ms. Brettmann established an Automatic Payment Plan with the District in February 2013. The Automatic Plan Agreement includes important information about the plan including what to do if you wish to stop an automatic payment from occurring. The notice states you must call our business office at least three (3) business days before the scheduled payment date.

- **An adjustment to her account and the ability to pay the account balance over a twenty four month period.**

A onetime adjustment on the account was made on February 15, 2017 in the amount of \$105.40. Payment arrangements on accounts do not generally extend past six months.

A copy of all documentation is attached for your reference.

To Whom it may concern. ①
I am Pissed that my water
has been majorly leaking and
I have been on the leak list
since Dec 1, 2016 and no one cared
to call. The leak was back in an
unaccessible area and only during
an inspection was the flood seen.
I am on auto pay + was sick so I
just got my bills + saw the massive
increase, I am so disappointed in the
lack of attention to the useless leak
list. In the past I have always been
notified when I was on the list +
everyone knows I address the issue
immediately, when I'm notified,
I work hard for my money and
can't believe I have to pay 1000⁰⁰
for water that went to the lake!
Why do you have a leak list?
Trina Brettman

REC'D
FEB 14 2017

If you do nothing about it. @
Why did you used to call + now
you dont? Why do I have to
Pay this? I am a good customer.
I am an involved + actively save
water in every way I can. This is
a slap in the face + I am disgusted
in the fact that no one cared
about this! Everyone tells me all
of your excuses of why no one
called. I dont care. This is the
fault of the water company not
caring, Plain and simple. You
had the service in the past +
never notified me that you are
not doing it anymore. I will
also address your board next
week + I will climb the ladder
until this is rectified.

Received
FEB 14 2017

To Whom It May Concern
Please Reverse 442⁵⁵
back to my account.
You can fine me until
it's resolved -

Received M
FEB 14 2017

36.1378.00

To Whom It May Concern

I want my bill broken
down over 24 months.

I also want last months
credited back + broken
into the same amount.

I'm on autopay + you took
4x what my normal bill is
out without letting me

know! that's
stealing

Trina Brettman

received
FEB 14 2017

To whom it may concern.
I want to be on the
agenda for Feb 21st
Board Meeting.

Trina Brettman

received
FEB 14 2017



BOARD OF DIRECTORS
Connie S. Bracher
Darel V. Davis
Steven C. Farrell
Robert Kinzel
Kenneth L. Stone

GENERAL MANAGER
Karl B. Drew

February 15, 2017

Ms. Trina Brettman
DBA Sleepy Hollow
PO Box 632
Crestline, CA 92325-0632

RE: Water Account No. 36-1378-00 24047 Lake Drive

Dear Ms. Brettman:

We are in receipt of four letters delivered to us on February 14, 2017 and have reviewed the information presented. We will address each letter separately.

The first letter questioned why you were not notified of a leak at your property. Notification to property owners is done as a courtesy only. We attempt to notify customers with leaks in excess of 100 cubic feet per day. When your leak first appeared you did not fall within the 100 cubic foot parameter due to the averaging done by the software. Staffing issues, leaks within our system, weekends, holidays, billing functions and workloads do not always allow for telephone calls to 150 plus customers on a daily basis. But regardless, not everyone is always called. Again this is a courtesy and our responsibility ends at the meter. Attached to this letter are Sections 3.1.4.6 and 3.3.2 of the District's Administrative Code, which address the property owners' responsibility of maintaining their on-site plumbing and of installing and using their own shut-off valve.

Letter two requested that the Automatic Payment amount of \$442.55 deducted from your checking account on February 4, 2017 be reversed. Unfortunately we are unable to accommodate this request. At the time you established Automatic Payment on your accounts, you were provided with information regarding the program. A copy is attached for your reference. The notice clearly states that *if you need to stop an automatic payment from occurring, you must call our business office at least three (3) business days before the scheduled payment date.* The bill you received from us stated the payment would be deducted on February 1, 2017 which would have required you notify us by January 27, 2017 to cancel the payment.

Letter three requested that the balance owed on your account be broken up over a twenty four month period. Generally payment arrangements require the balance due be paid over a three month period (\$184.35 per month). Occasionally with large balances due to leaks we will allow payment plans to be extended to a six month period (\$92.18 per month). We also require the "current charges" on the account be paid each month in addition to the payment arrangement amount.

Letter four requested that you be added to the February 21, 2017 Board Meeting agenda. The Board Meeting is held here at our District office – 777 Cottonwood Drive, Crestline at 3:00 pm. The Agenda will be posted on our website and door on Friday, February 17, 2017.

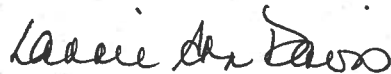
Providing our community with a reliable water system that delivers high quality water for its health and safety needs.

The cost of water that the District provides to its customers is very high and has to be paid for regardless of how the water is used. Over the past 30-40 years, the District has not had enough local water to supply its customers' needs and has had to use imported water to meet the demand. On an average over the past 20 years, the District has had to import about 59% of its water supply.

I am authorizing a one-time adjustment to your water bill in the amount of \$105.40. This leaves a balance due on your account of \$553.05. Please let us know if you would like a three or six month payment plan. Your first payment is due on March 1, 2017.

If you have any further questions regarding this matter, please do not hesitate to contact us.

Sincerely,



Larrie Ann Davis
Office Manager

Enclosures

Crestline Village Water District Administrative Code

- 3.1.4.6** Damages Resulting from Faulty Fixtures and Pipes. When turning on the water supply as requested and the house or property is vacant, the District will endeavor to ascertain if water is running on the inside of the building. If such is found to be the case, the water will be left shut off at the angle meter stop on the inlet side of the meter. The District's jurisdiction and responsibility ends at the meter and the District will in no case be liable for damages occasioned by water running from open or faulty fixtures, or from broken or damaged pipes on the customer's side of the meter.

(Res. 200, March 11, 1982.)

- 3.3.1** Customer Responsibility to Prevent Water Loss. Each customer of the District is required to install a shut-off valve on the customer's side of the meter, outside the meter box, to allow on-site plumbing to be drained as necessary to prevent loss of water from frozen or broken pipes. It shall be the customers' responsibility to maintain their on-site plumbing and operate these valves as necessary to prevent water loss, especially during periods of freezing conditions when the premises are unoccupied.

(Ord. 29, Section 2, February 21, 1991.)

Cubic Feet of Water Used

Based on Number of Days of Constant Flow at Certain Flow Rate (Gallons per Minute)

		Gallons Per Minute											
		0.25	0.5	1	2	3	4	5	10	15	20	25	30
Number of Days	1	48	96	193	385	578	770	963	1,925	2,888	3,850	4,813	5,775
	2	96	193	385	770	1,155	1,540	1,925	3,850	5,775	7,701	9,626	11,551
	3	144	289	578	1,155	1,733	2,310	2,888	5,775	8,663	11,551	14,439	17,326
	4	193	385	770	1,540	2,310	3,080	3,850	7,701	11,551	15,401	19,251	23,102
	5	241	481	963	1,925	2,888	3,850	4,813	9,626	14,439	19,251	24,064	28,877
	6	289	578	1,155	2,310	3,465	4,620	5,775	11,551	17,326	23,102	28,877	34,652
	7	337	674	1,348	2,695	4,043	5,390	6,738	13,476	20,214	26,952	33,690	40,428
	8	385	770	1,540	3,080	4,620	6,160	7,701	15,401	23,102	30,802	38,503	46,203
	9	433	866	1,733	3,465	5,198	6,930	8,663	17,326	25,989	34,652	43,316	51,979
	10	481	963	1,925	3,850	5,775	7,701	9,626	19,251	28,877	38,503	48,128	57,754
	11	529	1,059	2,118	4,235	6,353	8,471	10,588	21,176	31,765	42,353	52,941	63,529
	12	578	1,155	2,310	4,620	6,930	9,241	11,551	23,102	34,652	46,203	57,754	69,305
	13	626	1,251	2,503	5,005	7,508	10,011	12,513	25,027	37,540	50,053	62,567	75,080
	14	674	1,348	2,695	5,390	8,086	10,781	13,476	26,952	40,428	53,904	67,380	80,856
	15	722	1,444	2,888	5,775	8,663	11,551	14,439	28,877	43,316	57,754	72,193	86,631
	16	770	1,540	3,080	6,160	9,241	12,321	15,401	30,802	46,203	61,604	77,005	92,406
	17	818	1,636	3,273	6,545	9,818	13,091	16,364	32,727	49,091	65,455	81,818	98,182
	18	866	1,733	3,465	6,930	10,396	13,861	17,326	34,652	51,979	69,305	86,631	103,957
	19	914	1,829	3,658	7,316	10,973	14,631	18,289	36,578	54,866	73,155	91,444	109,733
	20	963	1,925	3,850	7,701	11,551	15,401	19,251	38,503	57,754	77,005	96,257	115,508
	21	1,011	2,021	4,043	8,086	12,128	16,171	20,214	40,428	60,642	80,856	101,070	121,283
	22	1,059	2,118	4,235	8,471	12,706	16,941	21,176	42,353	63,529	84,706	105,882	127,059
	23	1,107	2,214	4,428	8,856	13,283	17,711	22,139	44,278	66,417	88,556	110,695	132,834
	24	1,155	2,310	4,620	9,241	13,861	18,481	23,102	46,203	69,305	92,406	115,508	138,610
	25	1,203	2,406	4,813	9,626	14,439	19,251	24,064	48,128	72,193	96,257	120,321	144,385
	26	1,251	2,503	5,005	10,011	15,016	20,021	25,027	50,053	75,080	100,107	125,134	150,160
	27	1,299	2,599	5,198	10,396	15,594	20,791	25,989	51,979	77,968	103,957	129,947	155,936
	28	1,348	2,695	5,390	10,781	16,171	21,561	26,952	53,904	80,856	107,807	134,759	161,711
	29	1,396	2,791	5,583	11,166	16,749	22,332	27,914	55,829	83,743	111,658	139,572	167,487
	30	1,444	2,888	5,775	11,551	17,326	23,102	28,877	57,754	86,631	115,508	144,385	173,262

Formula: Gallons per Minute x Minutes per Day x Number of Days / Gallons per Cubic Foot = Cubic Feet Used

Gallons per Minute x 1440 x Number of Days / 7.48 = Cubic Feet Used

Example: 2 Gallons per Minute for 3 Days

2 Gallons per Minute x 1440 Minutes per Day x 3 Days / 7.48 Gallons per Cubic Foot
= 1,155 Cubic Feet Used

Normal Flows:

Water service with a 5/8" x 3/4" meter: 0 to 20 Gallons per Minute

Broken water pipe on a water service with a 5/8" meter: 0 to 20 Gallons per Minute

Water faucet: 0 to 20 Gallons per Minute

Toilet: 0 to 7 Gallons per Minute



Automatic Payment Plan Now Available

Crestline Village Water District is now offering two new payment methods to our customers. We have developed this program to assist our customers who wish to have automatic bill payments, and for those who wish to make occasional payments by telephone. Please read the following information and select the Payment Plan that best fits your needs. As always, you can continue to make your payment by mail or by bringing your payment to our office.

Automatic Payment Plan will save you on check writing and stamps. When you enroll in this plan, you authorize a deduction from your checking account to pay your water bill. Your payment will be automatically processed on the due date printed on your bill. This is normally about 15 to 20 days after the water bill is mailed to you.

Payment by Telephone is available for those occasions when you need to make an immediate payment. Call us on the day you would like to make a payment, up to and including the bill due date. Your payment will be deducted from your checking account. Enroll now to simplify the Payment by Telephone process.

Enroll Today by choosing one of the options and completing the Agreement form on the reverse side. Be sure to enclose the following items: 1) a check for this month's water bill (*This will be the checking account from which funds will be deducted*), 2) your payment stub, and 3) a completed and signed application/authorization form.

✂ (Detach Here) ☺

Sign Up Today!

Please remember to enclose the following:

- 1) A check for this month's water bill (*This will be the checking account from which funds will be deducted*)
- 2) Your payment stub
- 3) A completed and signed application/authorization form.

Please enclose a voided
check.

**Important Questions and Information regarding
the Automatic Payment Plan**

Who is eligible for the Automatic Payment Plan? The plan is open to all customers. Your account must be in good standing with a history of no more than one returned check within the last 12-month period.

What does it cost me to participate in this plan? There is no cost from Crestline Village Water District to participate. However some financial institutions may charge a fee for processing bank drafts.

Will I still receive a water bill? Yes, when you sign up for Automatic Payments, you will continue to receive a monthly bill.

When do the Automatic Payments begin? Your application will be processed and you will be enrolled in the Automatic Payment Plan within 30 day after we receive the application. Your water bill will show the date that your Automatic Payment is scheduled to be processed.

What happens if I have a larger than normal water bill and do not have the funds available to cover the Automatic Payment? If you need to stop an automatic payment from occurring, you must call our business office at least three (3) business days before the scheduled payment date. Crestline Village Water District reserves the right to terminate your participation in the Automatic Payment Plan if you stop an automatic payment more than twice within a 12-month period

After I'm enrolled how do I change information on my Automatic Payment or Payment by Telephone enrollment? Send us a copy of a voided check that shows us the correct bank account information or call us to notify us of changes. Inaccurate information may result in payments being refused by your financial institution. Crestline Village Water District will not be responsible for delays or losses which result from inaccurate information or failure to provide us with timely notification of changes.

What happens in the event of a rejected payment? Payments may be rejected by your financial institution because of insufficient funds, closed/unauthorized accounts or other reasons. Check with your financial institution for possible fees it may impose. If your payment is rejected, Crestline Village Water District will charge a \$20.00 fee and process the rejected payment as a returned check. Crestline Village Water District reserves the right to terminate your participation in the Automatic Payment and Payment by Telephone Plan if your payment is rejected more than once within a 12-month period.

How do I cancel Automatic Payments? You may cancel your participation in the plan by calling Crestline Village Water District. Termination will be effective within three (3) days after we receive your notification.

✂ (Detach Here) ↴

Automatic Payment Plan Application and Authorization

Please select one of the following options:

Sign me up for Automatic Payments.

Financial Institution

Sign me up for Payments by Telephone.

Routing and Transit Number , plus Checking Account
Number *(all the numbers at the bottom of your check)*

Name (please print name as it appears on your bill)

Social Security Number *(required for Payments by Telephone)*

Service Address

I hereby apply to participate in the Crestline Village Water District Payment Plan checked on this form. When approved, this is my authorization for participation in this option as long as I meet the applicable requirements. I understand my participation involves deductions from my checking account for payment of my water bill. I confirm that I am responsible for paying any financial institution fees related to Plan transactions. I can end my participation in this option by notifying Crestline Village Water District.

Phone Number

Crestline Village Water District Account Number

Print Name

Signature *(Required and must match name on check)*

Date

Automatic Payment Plan Application and Authorization

Please select one of the following options:

Sign me up for Automatic Payments.

Sign me up for Payments by Telephone.

California Bank and Trust

Financial Institution

Routing and Transit Number, plus Checking Account Number (all the numbers at the bottom of your check)

Trina Brettmann DBA Sleepy Hollow

Name (please print name as it appears on your bill)

24037, 24047, 24043 Lake Drive

Service Address

909.338.2718

Phone Number

36-1330-00, 36-1378-00, 36-1336-00

Crestline Village Water District Account Number

~~Social Security Number (required for Payments by Telephone)~~

I hereby apply to participate in the Crestline Village Water District Payment Plan checked on this form. When approved, this is my authorization for participation in this option as long as I meet the applicable requirements. I understand my participation involves deductions from my checking account for payment of my water bill. I confirm that I am responsible for paying any financial institution fees related to Plan transactions. I can end my participation in this option by notifying Crestline Village Water District

2/26/2013

Print Name

Signature (Required and must match name on check)

Date

CRESTLINE VILLAGE WATER DISTRICT

P.O. BOX 3347 • 777 COTTONWOOD DRIVE • CRESTLINE, CA 92325

Account Number: [redacted] Please pay this amount: \$82.50
24047 LAKE DR Payment due by: 03/01/13



2 186 **AUTO**SCH 5-DIGIT 92322
TRINA BRETTMANN
Dba Sleepy Hollow
PO Box 632
Crestline CA 92325-0632-323



PAID

FEB 27 2013

CVWD

BY

304 Jones

Payment Stub:
Please return this stub with your check payable to:
Crestline Village Water District.

Please make mailing address changes as necessary and write the account number on your check.

Entered 2-27-13 Jones

✓ Jones

SLEEPY HOLLOW CABINS AND MOTEL

PO BOX 632
24033 LAKE DRIVE
CRESTLINE, CA 92325
(909) 338-2718

2363

Date 2-28-13

Pay to the Order of

CRESTLINE WATER Dist.

\$ 269.10

TWO HUNDRED, SIXTY-NINE DOLLARS 10/100

Dollars



TRINA BRETTMANN

[Signature]

FOR 51-4551 - B23 -
36-1330 - \$ 31.10
36-1378 - \$ 82.50 361336 - \$ 133.50

MAR 4 2013

CRESTLINE VILLAGE WATER

PROGRAM: RH1

ACCOUNTS RECEIVABLE HISTORY PRINT

PAGE: 1

JANUARY 31, 2017

Srvc Add 24047 LAKE DR Meter No. 52085647 Date Billed 02/01/17
 Acct No. 36-1378-00 Type NEP Bill Amount 553.05
 Name (O) TRINA BRETTMANN Size 03 Date Paid 02/04/17
 (R) Rate Code B 03 Amount Paid 442.55
 Unit/OTH DBA SLEEPY HOLLOW Deposit .00 Assessment .00
 PO BOX 632 Date / / Special Pay \$
 CRESTLINE CA 92325-0632 Water Bal 553.05
 Meter Loc: FL BEH FNCE IN COR T1990 B L1723

Date	Description	Read	Consum	Billed	Paid	Balance
02/15/17	Adjustment			105.40-		553.05
02/01/17	Monthly Charge	143900	11000	27.50		658.45
02/01/17	Basic Allocatio		2955-	124.11		658.45
02/01/17	Excess Consumpt		8045-	506.84		658.45
02/04/17	AUTOPAY				442.55	.00
01/01/17	Monthly Charge	132900	7700	19.50		442.55
01/01/17	Basic Allocatio		2955-	124.11		442.55
01/01/17	Excess Consumpt		4745-	298.94		442.55
01/04/17	AUTOPAY				173.64	.00
12/01/16	Monthly Charge	125200	3400	19.50		173.64
12/01/16	Basic Allocatio		2860-	120.12		173.64
12/01/16	Excess Consumpt		540-	34.02		173.64
12/05/16	AUTOPAY				111.90	.00
11/01/16	Monthly Charge	121800	2200	19.50		111.90
11/01/16	Basic Allocatio		2200-	92.40		111.90
11/02/16	AUTOPAY				78.30	.00
10/01/16	Monthly Charge	119600	1400	19.50		78.30
10/01/16	Basic Allocatio		1400-	58.80		78.30
10/03/16	AUTOPAY				165.35	.00
09/01/16	Monthly Charge	118200	3300	19.50		165.35
09/01/16	Basic Allocatio		2955-	124.11		165.35
09/01/16	Excess Consumpt		345-	21.74		165.35
09/06/16	AUTOPAY				116.10	.00
08/01/16	Monthly Charge	114900	2300	19.50		116.10
08/01/16	Basic Allocatio		2300-	96.60		116.10
08/02/16	AUTOPAY				86.70	.00
07/01/16	Monthly Charge	112600	1600	19.50		86.70
07/01/16	Basic Allocatio		1600-	67.20		86.70
07/05/16	AUTOPAY				65.70	.00
06/01/16	Monthly Charge	111000	1100	19.50		65.70
06/01/16	Basic Allocatio		1100-	46.20		65.70
06/03/16	AUTOPAY				53.10	.00
05/01/16	Monthly Charge	109900	800	19.50		53.10
05/01/16	Basic Allocatio		800-	33.60		53.10
05/03/16	AUTOPAY				48.90	.00
04/01/16	Monthly Charge	109100	700	19.50		48.90
04/01/16	Basic Allocatio		700-	29.40		48.90
04/05/16	AUTOPAY				57.30	.00
03/01/16	Monthly Charge	108400	900	19.50		57.30
03/01/16	Basic Allocatio		900-	37.80		57.30
03/01/16	AUTOPAY				69.90	.00
02/01/16	Monthly Charge	107500	1200	19.50		69.90
02/01/16	Basic Allocatio		1200-	50.40		69.90