



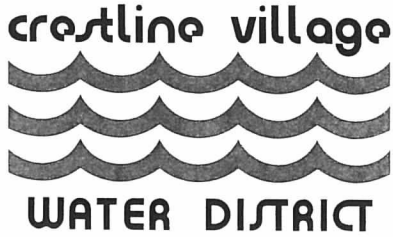
Memo

To: Board of Directors
From: Josselyn Quine
Date: August 10, 2023
Subject: Customer Request for Removal of all Service Charges and Late Fees

The District received a call from Mr. Ernest Hadnot requesting for all charges, including monthly service charge, late fees and the shut off penalty, to be removed from his account due to not having any consumption since 2019. Mr. Hadnot stated he has requested for us to remove his meter on more than one occasion to stop all charges with no results. When looking through his records, we did find where we had previously sent him a Discontinuation of Service form in August of 2021, with no response from him. After explaining the process of discontinuing service (paying the account in full), he expressed disappointment in the District. His account was shut off and locked for non-payment as of July 2023.

Per Admin Code 3.1.8.1, 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) 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.

Attached is a copy of his account transaction history, the Discontinuation letter sent to him in August 2021 and the same letter sent to him in August of 2023.



71-7447

M

BOARD OF DIRECTORS
Connie S. Bracher-Griffin
Leslie G. Brister
Steven C. Farrell
Cory W. Hubbell
Kenneth L. Stone

GENERAL MANAGER
Jordan W. Dietz

August 30, 2021

Ernest Hadnot
2927 W 133rd St
Gardena, CA 90249-1518

Re: Account No. 071-7447-00

683 Arosa Dr

Mr. Hadnot:

Enclosed please find our form for Termination of Water Service. If the form reflects your wish to bring the account current, stop the billing charges and discontinue the service, please acknowledge by signing the form and returning it. When the final bill is paid and we have the signed form we can remove the meter.

Please read the enclosed form. It is to be signed by the legal owners of the property or a representative, and acknowledges a future reinstatement fee of \$275.00. We can then remove the meter effective the last billing date, (8/15/21), if there is no further consumption.

The minimum charge per month would be \$31.50 if the meter is not removed, and if there is no consumption. If you have any further questions about this matter, don't hesitate to contact our office. Thank you for your attention to this matter.

Sincerely yours,

Dawn Renick
Customer Service Representative



August 8, 2023

Mr. Ernest Hadnot
2927 W 133rd St
Gardena, CA 90249-1518

Re: 071-7447-00, 683 Arosa Dr., Crestline, CA 92325, Discontinuance of Water Service

Dear Mr. Ernest Hadnot;

Enclosed please find our form for Termination of Water Service. If the form reflects your wish to bring the account current, stop the billing charges and discontinue the service, please acknowledge by signing the form and returning it. When the final bill is paid and we have the signed form, we can remove the meter.

Please read the enclosed form. It is to be signed by the legal owners of the property or a representative and acknowledges a future reinstatement fee of \$275.00. We can then remove the meter effective the last billing date, (7/15/2023), if there is no further consumption.

The minimum charge per month is \$33.50 if the meter is not removed, and if there is no consumption. If you have any further questions about this matter, don't hesitate to contact our office. Thank you for your attention to this matter.

Sincerely,

A handwritten signature in blue ink, appearing to read "Josselyn Quine", is written over a blue circular stamp or seal.

Josselyn Quine
Office Manager

77-7447

**CRESTLINE VILLAGE WATER DISTRICT
CUSTOMER'S REQUEST FOR DISCONTINUANCE OF SERVICE**

WATER SERVICE WILL BE PROVIDED BY THE DISTRICT AT A MINIMUM RATE OF \$ 33.50 MONTHLY, WHICH MINIMUM RATE SHALL CONTINUE FOR EACH AND EVERY MONTHLY PERIOD UNLESS SERVICE IS VOLUNTARILY TERMINATED UPON THE TERMS AND CONDITIONS SET FORTH IN SECTION 3.1.8.1 OF THE ADMINISTRATIVE CODE OF THE DISTRICT WHICH PROVIDES AS FOLLOWS:

SECTION 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 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.

REQUESTED TERMINATION OF SERVICE

THE UNDERSIGNED HEREBY REQUESTS THE TERMINATION OF WATER SERVICE AT THE PROPERTY SITUATED AT 683 Arosa Dr, DISTRICT ACCOUNT NO 071-7447-00, IN ACCORDANCE WITH THE PROVISIONS OF THE ADMINISTRATIVE CODE AS SET FORTH ABOVE. (The charges listed above are subject to change at any time by action of the Board of Directors.)

DATE: _____ BY: _____

Please sign and return to:
CRESTLINE VILLAGE WATER DISTRICT
PO BOX 3347, CRESTLINE, CA 92325-3347
TELEPHONE: (909) 338-1727 FAX: (909) 338-4080

(FOR CVWD OFFICE USE ONLY)

APPROVAL OF TERMINATION OF SERVICE

ALL PROVISIONS OF THE RULES AND REGULATIONS HAVING BEEN COMPLIED WITH, WATER SERVICE TO THE ABOVE DESCRIBED PROPERTY IS TERMINATED AND THE MONTHLY MINIMUM CHARGE IS DISCONTINUED AS OF _____.

CRESTLINE VILLAGE WATER DISTRICT

BY: _____