



February 19, 2009

President

Joe Sparks

Vice-President

Marshall Ochylski

Director

Chuck Cesena
Maria Kelly
Steve Senet

TO: LOCSO Board of Directors

FROM: Mitch Cooney, Interim General Manager 

SUBJECT: Agenda Item 4A – 2/19/09 Board Meeting
Waive Provisions of Section 202.20 B. 3. of District Code to Allow a Second Leak Adjustment Credit within Twelve Month Period

General Manager

Utilities Manager

George J. Milanés

Fire Chief

Matt Jenkins

SUMMARY

Roger Hall, Account Number 017576000, has presented a request for a leak adjustment credit in conformance with District practice due to a breakage in a water line on his property. Mr. Hall has taken the steps necessary to repair the leak and has submitted the necessary paperwork to substantiate the repairs to his water lines.

District Policy allows that a customer cannot receive more than one water leak credit during any twelve month period. In addition to this water leak adjustment credit request, Mr. Hall submitted and received a leak adjustment credit eleven months prior. The nature of each water leak was substantiated by documentation and it is staff's belief that the requirements of District Code Section 202.20 B. 3. (No customer may receive more than one water leak credit in any twelve month period) be waived by the Board and that Mr. Roger Hall be granted the leak adjustment credit.



RECOMMENDATION

Staff recommends Board motion, second and roll call vote to waive the provisions of Section 2.02 B 3 of the District Code and authorize staff to credit the account of Mr. Roger Hall the sum of \$194.19 as and for a water leak adjustment credit.

This item will be approved along with the consent calendar unless it is removed by a director for separate consideration.

Offices At:

2122 9th Street
Los Osos, California 93402

Mailing Address:

P.O. Box 6064
Los Osos, California 93412

Phone 805/528-9370

Fax 805/528-9377

www.losososcsd.org

1-15-08
W: Sami
JH

ROGER & MARY HALL


1717 Seventh Street
Los Osos, CA 93402

Home - 805-528-2290 Work - 800-206-0115 E-mail powerhall@sbcglobal.net

October 8, 2008

Los Osos CSD
2122 9th Street
Los Osos, CA 93401

2nd request -
no response to 1st

10/10/08


Re: Account # 017576 000
2nd Request

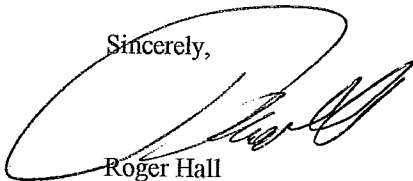
Dear CSD,

I would like to appeal the rejection of our request for adjustment to our bill due to an underground water leak. I know that you stated that customers are allowed one adjustment per year. However, this was not an oversight of a running toilet or leaking faucets. We make every attempt to keep our water system tight and address any leakage immediately. However, this was an underground leak that we had no way of seeing until the damage was already done. There was no way we could have foreseen, or fixed this problem until it had been going on for some time and became evident.

Enclosed is \$450 - The high end of our usual billing. I respectfully request that you review the balance of this bill in light of our normal usage. Feel free to give me a call at 528-2290 if you would like to discuss this problem.

Thank you for your time and assistance in this matter.

Sincerely,



Roger Hall

RECEIVED NOV 19 2007

ROGER & MARY HALL

1717 Seventh Street
Los Osos, CA 93402

Home - 805-528-2290 Work - 800-206-0115 E-mail powerhall@sbcglobal.net

November 19, 2007

Los Osos CSD
2122 9th Street
Los Osos, CA 93401

Acct # 17576

Dear CSD,

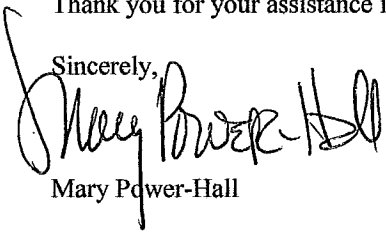
Enclosed is payment on the bill, due 10/15 for the period 7/11 through 9/10/07. I apologize for the lateness of this bill. My partial payment hit the bank the day before my paycheck and did not clear. This bill is unusually large. We had a plumber review all irrigation and household plumbing and discovered a leaking valve in the children's bathroom and an underground leak in the irrigation that would have caused a persistent loss of water. Enclosed is the receipt for the toilet repair. The irrigation was repaired with replacement valves that we had on hand. If it is possible to be refunded for any portion of the water that was lost due to equipment failure that was not readily evident, I would sincerely appreciate it.

I appreciate your patience on the balance of this payment.

You can contact me at 805-548-0146 if you have any questions about my request.

Thank you for your assistance in this matter.

Sincerely,



Mary Power-Hall

APPROVED

MP 11/20/07

THANK YOU FOR SHOPPING AT
MINER'S ACE HARDWARE 10931
1080 LOS OSOS VALLEY RD
LOS OSOS, CA 93402
(805) 528-5255

MAKING HARDWARE EASY FOR OVER 50 YEARS!
1956-2007

10/26/07	4:28PM	ASHLEYB	614	SALE	
5124805	1	EA	6.99	EA	
GUTTR RAINGO 4.5"X10'WHT					6.99
5125117	1	EA	3.99	EA	
GUTTER SLIP JOINT WHT					3.99
4235451	1	EA	25.99	EA	
UNIVERSAL TOILETREPAIR K					25.99

SUB-TOTAL:	36.97	TAX:	2.68
		TOTAL:	39.65
BK CARD#:	XXXXXXXXXXXX9017	BC AMT:	39.65



====>>> JRM# E30645
CUST # *4 <<====

THANK YOU ROGER S HALL
FOR YOUR PATRONAGE
FHC ID # 1905539062

HAVE A GREAT DAY!