



December 27, 2018

TO: LOCSD Board of Directors
FROM: Liz Radvansky, Utility Billing Specialist
Renee Osborne, General Manager
SUBJECT: **Agenda Item 12A – 1/10/2019 Board Meeting**
High Water Bill Due to Broken Pipe at 1190 7th Street

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DESCRIPTION

On November 18, 2018, Teresa Beck was on the Hi/Lo Report with high usage. A Water Resource Operator was sent to re-read the meter and it was correct. The operator spoke with the customer during re-reads and the owner said that they had a broken pipe and it took them eight hours to figure out the problem and that 153 units passed through the meter.

On December 12, 2018, Ms. Beck came into the District Office to set up payment arrangements and told staff that the pipe broke during the night. Water was running all night and all day up until 4:00 pm when the customer attempted to locate the leak. Staff is unsure of when the exact day the leak occurred but was during the time frame of this billing cycle, September 10, 2018 through November 7, 2018.

SUMMARY

Mr. Black called the District to ask if we had leak credits available. Our Billing Specialist explained to him that due to being in Stage III of the Water Shortage Contingency Plan, leak credits are suspended. Mr. Black requested a copy of the District's Title 2 and staff emailed the Title 2 policy to him on November 14, 2018.

Mr. Black was informed that the District could offer payment arrangements, for an exemption of one year, with no late fees, to be paid not later than December 31, 2019. Mr. Black agreed to that payment arrangement.

During that conversation, he asked about our Board Meetings as he wanted to speak to the Board. Utility Billing Specialist Radvansky suggested he attend the December 6, 2018 Board meeting and speak during Public Comment. Mr. Black was not interested in speaking during the public comment period and wanted to be placed on the January 10, 2019 agenda.