



February 6, 2020

TO: LOCSO Board of Directors

FROM: Ron Munds, General Manager
Jose Acosta, Utility Systems Manager

SUBJECT: **Agenda Item 8B – 2/6/2020 Board Meeting**
Customer Request for an Additional Credit to a High Water Bill Received at 1690 16th Street

DESCRIPTION

President

Marshall E. Ochylski

Vice President

Charles L. Cesena

Directors

Matthew D. Fourcroy
Vicki L. Milledge
Christine M. Womack

General Manager

Ron Munds

District Accountant

Robert Stilts, CPA

Unit Chief

Scott M. Jalbert

Battalion Chief

George Huang

Customer is requesting an additional credit to their account for a high water bill received for their October/November billing cycle. The Customer recognized there was a leak on the property and submitted a water leak credit adjustment request. The adjustment was approved, by the General Manger, and applied to the customer's account.

SUMMARY OF STAFF RECOMMENDATION

Staff recommends that the Board adopt the following motion:

Motion: I move that the Board deny the request for any additional credit for the customer's high water bill received during October 9, 2019 to December 10, 2019 billing cycle as the customer has received the leak credit adjustment, as per District Code.

DISCUSSION

During regularly scheduled meter reads on October 9, 2019, Mr. Dzuba, at 1690 16th Street was recorded using higher than normal usage; the read was 901, the read from the previous cycle was 801. Water crews routinely verify the meter read within two days of the original read if the read comes in higher than normal. When the meter in question was re-read, on October 11, 2019, the read was 909. At the time of the re-read the leak detector was spinning at a slow rate, indicating a possible leak on the property. Staff left a courtesy door hanger on the front door of the residence, notifying the customer of a possible leak.

On December 6, 2019 Mr. Dzuba came to office to report that a leak on his service line had been discovered and that it had been repaired. Mr. Dzuba stated that the door hanger was not noticed, as they do not use their front door as a primary entrance to the house, causing the reason for the delay in repairs.

On December 10, 2019 during regular meter reads the read was 1080, with a previous reading of 901, resulting in a high usage of 179 units, with the fees at \$2,022.50. An initial attempt to contact Mr. Dzuba was unsuccessful, as the phone number on file was disconnected.

On December 18, 2019, Mr. Dzuba came in to the District office to update his contact information and request a leak credit adjustment for his high bill. The leak credit adjustment was approve by the General Manager, on December 19, 2019, in the amount of \$954.00. The credit adjustment was compiled based on the current policy within District Code.

On December 26, 2019 Mr. Dzuba was explained the leak adjustment and amount that would be applied to his account. Mr. Dzuba stated that more should have be done by the District to contact him after the original meter read was verified and indicated that there was a possible leak on the property. At the time, he requested to be placed on the agenda for the Board meeting on February 6, 2020 to contest the charges. Mr. Dzuba has made the minimal payment required on his account until his appeal has been resolved.

Mailing Address:

P.O. Box 6064
Los Osos, CA 93412

Offices:

2122 9th Street, Suite 110
Los Osos, CA 93402

Phone: 805/528-9370

FAX: 805/528-9377

www.losososcscsd.org

SUMMARY

Attached is Mr. Dzuba's transaction history, a copy of his bill, and a copy of the leak adjustment application. Staff has applied the leak adjustment credit per District policy. Mr. Dzuba has requested to appeal his high bill and the leak adjustment credit before the Board.

FINANCIAL IMPACT

If the Board determines an adjustment is warranted, the water revenue will decrease by whatever amount the Board decides to credit this account.

Attachments

From:
 Los Osos CSD
 2122 9th Street, Ste 110, Los Osos, CA 93402-
 (805) 528-9370

Service Address:

1690 16TH ST

To:

RONALD DZUBA
 1690 16TH ST
 LOS OSOS, CA 93402

LOCSD Utility Invoice

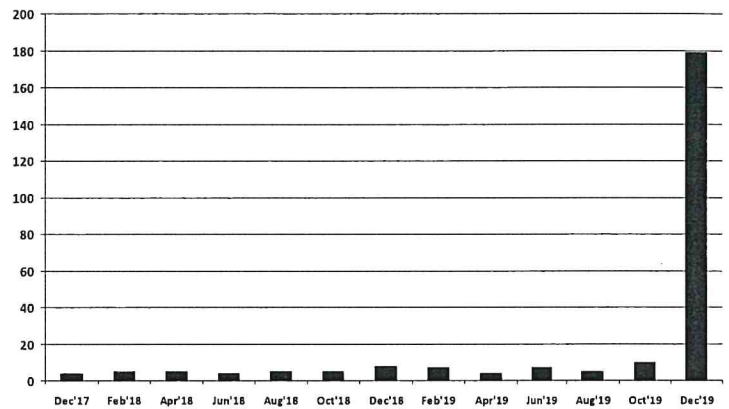
Service Days

10/09/2019 to 12/10/2019

Account Number	02339
Bill Date	12/20/2019
Due Date	01/15/2020
AMOUNT DUE	1068.50
If Paid After Due Date	1270.75

Account Activity Summary

PREVIOUS BALANCE	138.75
ADJUSTMENTS	-954.00
PAYMENTS	-138.75
BALANCE FORWARD	-954.00
CURRENT CHARGES	2022.50
TOTAL AMOUNT DUE	1068.50



Detailed Breakdown of Current Charges

Description	Prior Read	Current Read	Usage	Charges
WATER	901	1080	179	2022.50
TOTAL CURRENT CHARGES				2022.50

Your usage converted to gallons is: 133,892 Gallons per day: 2,159

Please Detach and Remit Stub with Payment

Please write your account number on your check.
 Make checks payable to LOCSD.

Route: 212

Customer:
 RONALD DZUBA
Service Address:
 1690 16TH ST

Remit Payment To:
 Los Osos CSD
 P.O. Box 6669
 Los Osos, CA 93412-6669

Account Number	02339
Due Date	01/15/2020
AMOUNT DUE	1068.50
If Paid After Due Date	1270.75
Amount Enclosed	\$

THIS IS A COPY OF A NOTICE - NOT THE ORIGINAL - ALICIA ZUNIGA MISPLACED IT. THERE WAS ONLY THE 1 BLOCK CHECKED - NOTHING ELSE - NO DATE - TIME - SIGNATURE

LOS OSOS COMMUNITY SERVICES DISTRICT

LOCK OUT NOTICE

For questions please call (805) 528-9370

Account # _____

Service Address: _____

Your water bill is delinquent in the amount of \$ _____

Lock Out Date: _____

Full Payment Must Be Made in the District Office not later than 5:00 p.m. the day before

Lock Out Date noted above
NO EXCEPTIONS

Please make payment at the
Los Osos Community Services District Main Office
2122 9th Street, Suite 102, Los Osos

Please be advised there is a reactivation fee of \$75.00 required before service will be restored

SERVICE PERSONNEL WILL NOT ACCEPT PAYMENTS



Mr Ronald G Dzuba
1690 16th St
Los Osos, CA 93402

LOS OSOS COMMUNITY SERVICES DISTRICT

COURTESY NOTICE

For questions please call (805) 528-9370
Due to repairs, it will be necessary for us to shut off

water service between the hours of

a.m. a.m.
 p.m. and _____ p.m.

during the following date: _____

Service will resume as soon as possible.

X During meter reading, high consumption was noted

We suggest you consider the following checked boxes as possible causes of your elevated water consumption:

- Irrigation related (timer settings or leak)
- Faulty plumbing fixture (leaking toilet or faucet)
- Underground service line leak
- Other: _____

Please remove the obstruction noted below in order for Utility Crews to access the water meter:

- Vegetation
- Vehicle
- Trailer
- Other: _____

Alicia Zuniga
duplicate of notice provided to Mr Dzuba that was misplaced

Thank you for your cooperation.
while in my possession.