



November 7, 2019

**TO:** LOCSD Board of Directors

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

**SUBJECT:** **Agenda Item 8B – 11/7/2019 Board Meeting**  
Customer Dispute Regarding High Water Bill at 1028 Santa Ynez Ave.

**DESCRIPTION**

**President**  
Marshall E. Ochylski

A Customer is requesting a credit to their account for a high water bill received for their July/August billing cycle. The customer is contesting the high water usage and meter read reflected on the water meter.

**Vice President**  
Charles L. Cesena

**SUMMARY OF STAFF RECOMMENDATION**

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

Staff recommends that the Board adopt the following motion:

***Motion: I move that the Board deny the request for a credit for the customer's high water bill received during July 9, 2019 to September 10, 2019 billing cycle based on the District's policy to only adjust bills associated with water service line leaks.***

**General Manager**  
Ron Munds

**DISCUSSION**

**District Accountant**  
Robert Stilts, CPA

During regularly scheduled meter reads on September 9, 2019, Matthew Gellerman at 1028 Santa Ynez Avenue was recorded using higher than normal usage, the read was 303 units, the read from the previous billing cycle was 180 units. This resulted in Mr. Gellerman receiving a bill for 123 units/\$1,392.50 (7/9/19 to 9/10/19), invoice date was September 20, 2019. 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 it remained at 303 units and the leak detector was not turning.

**Unit Chief**  
Scott M. Jalbert

Mr. Gellerman contacted the District office on September 23, 2019 and spoke with the Utility Billing Specialists. During this initial conversation, Mr. Gellerman did state he was aware of a leak on the property and would confirm the date, he later verified the leak occurred in March of 2019 which was not during the billing cycle in question. Mr. Gellerman also stated that the plumbing on the property that he is renting consists of galvanized piping and there is some corrosion.

**Battalion Chief**  
George Huang

Mr. Gellerman did speak again with the Utility Billing Specialist, adamantly stating he would not be paying this bill. The Utility Billing Specialist did not have an opportunity to propose an amortization payment plan for the unpaid balance.

**Mailing Address:**  
P.O. Box 6064  
Los Osos, CA 93412

On October 9, 2019 Mr. Gellerman responded to an automated email reminder, for water bill due dates. In the email he stated, "I have not heard back from CSD regarding my water bill. It (sp.) will pay an average monthly amount based on historic records, but I have protested this bill with your company. There has been no leaks in the property and the meter is not spinning at the time of the last reading nor is it spinning now. For obvious reasons, this bill is unacceptable to pay. I am a single person living here who uses less than the average amount of water per household according to my records. Please send a new water bill that reflects the actual usage and not one that shows me using 1,500 gallons per day for 2 months on average."

**Offices:**  
2122 9<sup>th</sup> Street, Suite 110  
Los Osos, CA 93402

**Phone:** 805/528-9370  
**FAX:** 805/528-9377

The Utility Billing Specialist responded, "Thank you for your email. Your average usage for the last 6 cycles is 10 units which comes to \$138.75 which needs to be paid by the due date of October 15, 2019. Payment arrangements for the balance is available for up to one year with no late fees until paid off. If you choose not to set that up, you can contest

www.losososcscsd.org

*your bill before the Board of Directors at their November meeting. That meeting is Thursday, November 7th. Please let me know which option you choose.”*

Mr. Gellerman did agree to make the minimum payment and be placed on the Board agenda, for the November 7, 2019 Board meeting, to protest his bill.

### **SUMMARY**

Attached is Mr. Gellerman’s transaction history and a copy of his bill. Staff believes that the water passed through the meter, currently there is no leak, and the meter readings are accurate. District policy is to only provide a billing adjustment if there is a service line leak and it is repaired in a timely manner. Since Mr. Gellerman’s situation is outside staff’s authority for an adjustment, staff is asking for Board direction on resolving the issue. As an alternative, the Board could consider a one-time leak credit based on the customer’s past water use and payment history.

### **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

# LOCSD Utility Invoice

**Service Days**

07/09/2019 to 09/10/2019

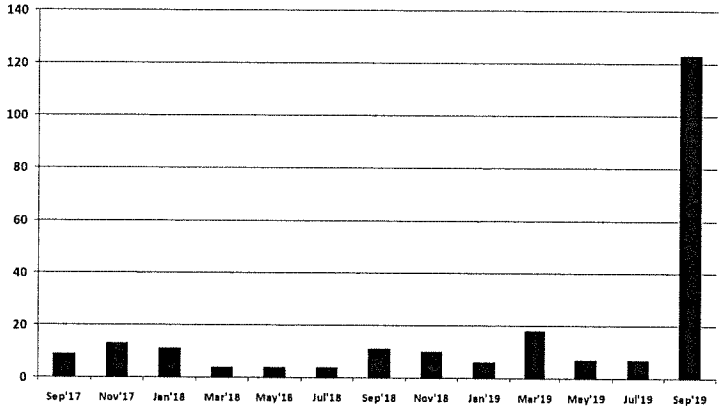
**Service Address:**  
 1028 SANTA YNEZ AVE

<b>Account Number</b>	██████████
<b>Bill Date</b>	09/20/2019
<b>Due Date</b>	10/15/2019
<b>AMOUNT DUE</b>	1392.50
<b>If Paid After Due Date</b>	1531.75

**To:**  
  
 MATHEW GELLERMAN  
 1028 SANTA YNEZ AVE  
 LOS OSOS, CA 93402

**Account Activity Summary**

PREVIOUS BALANCE	115.50
PAYMENTS	-115.50
BALANCE FORWARD	0.00
CURRENT CHARGES	1392.50
<b>TOTAL AMOUNT DUE</b>	<b>1392.50</b>



### Detailed Breakdown of Current Charges

Description	Prior Read	Current Read	Usage	Charges
WATER	180	303	123	1392.50
<b>TOTAL CURRENT CHARGES</b>				<b>1392.50</b>

Your usage converted to gallons is: 92,004                      Gallons per day: 1,460

*Please Detach and Remit Stub with Payment*

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

Route: 205

**Customer:**  
 MATHEW GELLERMAN  
**Service Address:**  
 1028 SANTA YNEZ AVE

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

<b>Account Number</b>	██████████
<b>Due Date</b>	10/15/2019
<b>AMOUNT DUE</b>	1392.50
<b>If Paid After Due Date</b>	1531.75
<b>Amount Enclosed</b>	\$

**Alicia Zuniga**

---

**From:** Mathew Gellerman <gcbuilt@yahoo.com>  
**Sent:** Wednesday, October 9, 2019 11:23 AM  
**To:** Liz Radvansky  
**Subject:** Re: Cycle 1 LOCSD Water Bill Due Date

October 09/2019

To Liz Radvansky and LOCSD,

I am giving Notice that I will be contesting the bill of \$1392.50 dated 9/20/2019.

I will pay my average monthly bill of \$138.75 by October 15, 2019.

Best Regards,

***Matt (805) 440-1912***

Gellerman Construction  
1028 Santa Ynez Ave  
Los Osos, CA 93402  
Off: (805) 439-4950  
Fax: (805) 439-4955

On Wednesday, October 9, 2019, 09:15:54 AM PDT, Liz Radvansky <lradvansky@losososcsd.org> wrote:

Good Morning Mathew,

Thank you for your email. Your average usage for the last 6 cycles is 10 units which comes to \$138.75 which needs to be paid by the due date of October 15, 2019. Payment arrangements for the balance is available for up to one year with no late fees until paid off. If you choose not to set that up, you can contest your bill before the Board of Directors at their November meeting. That meeting is Thursday, November 7<sup>th</sup>. Please let me know which option you choose.

Thank you and have a great day.

Liz Radvansky

Utility Billing Specialist

LOCSO

805-528-9378

lradvansky@losososcso.org

**From:** Mathew Gellerman <gcbuilt@yahoo.com>  
**Sent:** Tuesday, October 8, 2019 8:26 PM  
**To:** UtilityBilling <utilitybilling@losososcso.org>  
**Subject:** Re: Cycle 1 LOCSO Water Bill Due Date

To whom it may concern,

I have not heard back from CSD regarding my water bill. It will pay an average monthly amount based on historic records, but I have protested this bill with your company. There has been no leaks in the property and the meter is not spinning at the time of the last reading nor is it spinning now. For obvious reasons, this bill is unacceptable to pay. I am a single person living here who uses less than the average amount of water per household according to my records.

Please send a new water bill that reflects the actual usage and not one that shows me using 1,500 gallons per day for 2 months on average.

Best Regards,

***Matt (805) 440-1912***

Gellerman Construction  
1028 Santa Ynez Ave

Los Osos, CA 93402

Off: (805) 439-4950

Fax: (805) 439-4955

On Tuesday, October 8, 2019, 05:13:51 PM PDT, [utilitybilling@losososcsd.org](mailto:utilitybilling@losososcsd.org) <[utilitybilling@losososcsd.org](mailto:utilitybilling@losososcsd.org)> wrote:

This is an automated email reminder to customers in Cycle 1, the Due Date for your Water Bill is October 15, 2019. If you've already paid your bill or you're on Auto Pay, please disregard this notice. The LOCSD thanks you.

LOCSD Utility Billing Dept.

Notes Report

Account No.	Location No	Customer Name	Date	Category	Subject	Print On Bill
04880		MATHEW GELLERMAN	09/23/2019	ACCOUNT NOTE	High Usage	No

Note: I spoke with Mathew today. He did say he had a leak, but was not sure if it was in this time frame. This bill is from 7/9/19 - 9/10/19. He told me he rents this home and it has galvanized pipes and their all corroded. He will call me back. He called back said the leak was in March of 2019. He also stated he's not paying the bill. He was so adamant about not paying this bill, I didn't even have a chance to offer payment arrangements. We will go through the regular steps of DH and LO if not paid. When he comes in after that, payment arrangements will be offered.

# Customer Transaction Summary

**Customer Information**

Account No: ██████████  
 MATHEW GELLERMAN  
 1028 SANTA YNEZ AVE  
 LOS OSOS, CA 93402

**Location Information**

Location No: 04880  
 1028 SANTA YNEZ AVE  
 LOS OSOS, CA 93402

Date	Type	More Info	Reading	Usage	Prior Balance	Transaction Amount	Balance
07/20/2016	F Charge	07/11/2016	41	2	0.00	26.39	26.39
08/01/2016	Payment				26.39	-26.39	0.00
09/20/2016	Charge	09/13/2016	44	3	0.00	66.37	66.37
10/03/2016	Payment				66.37	-66.37	0.00
11/21/2016	Charge	11/09/2016	48	4	0.00	68.72	68.72
12/08/2016	Payment				68.72	-68.72	0.00
01/20/2017	Charge	01/10/2017	55	7	0.00	79.87	79.87
01/26/2017	Payment				79.87	-79.87	0.00
03/20/2017	Charge	03/09/2017	58	3	0.00	66.37	66.37
03/27/2017	Payment				66.37	-73.01	-6.64
04/03/2017	Payment				-6.64	-73.01	-79.65
05/19/2017	Charge	05/10/2017	64	6	-79.65	75.47	-4.18
07/20/2017	Charge	07/10/2017	76	12	-4.18	112.61	108.43
07/24/2017	Payment				108.43	-108.43	0.00
09/20/2017	Charge	09/12/2017	85	9	0.00	117.00	117.00
09/27/2017	Payment				117.00	-117.00	0.00
11/20/2017	Charge	11/08/2017	98	13	0.00	149.25	149.25
12/01/2017	Payment				149.25	-149.25	0.00
01/19/2018	Charge	01/10/2018	109	11	0.00	132.25	132.25
02/05/2018	Payment				132.25	-132.25	0.00
03/20/2018	Charge	03/07/2018	113	4	0.00	85.00	85.00
04/11/2018	Payment				85.00	-85.00	0.00
05/21/2018	Charge	05/09/2018	117	4	0.00	85.00	85.00
05/29/2018	Payment				85.00	-85.00	0.00
07/20/2018	Charge	07/10/2018	121	4	0.00	88.50	88.50
08/03/2018	Payment				88.50	-88.50	0.00
09/20/2018	Charge	09/10/2018	132	11	0.00	148.25	148.25
09/27/2018	Payment				148.25	-148.25	0.00
11/20/2018	Charge	11/07/2018	142	10	0.00	138.75	138.75
12/17/2018	Payment				138.75	-138.75	0.00
01/18/2019	Charge	01/08/2019	148	6	0.00	107.75	107.75
02/07/2019	Payment				107.75	-107.75	0.00
03/20/2019	Charge	03/12/2019	166	18	0.00	214.75	214.75
04/08/2019	Payment				214.75	-214.75	0.00
05/20/2019	Charge	05/08/2019	173	7	0.00	115.50	115.50
06/07/2019	Payment				115.50	-115.50	0.00
07/19/2019	Charge	07/09/2019	180	7	0.00	115.50	115.50
08/02/2019	Payment				115.50	-115.50	0.00
09/20/2019	Charge	09/10/2019	303	123	0.00	1392.50	1392.50
10/14/2019	Payment				1392.50	-138.75	1253.75