

6a



REGULAR MINUTES

Wednesday, October 20, 2021
ACTION MINUTES

1. CALL TO ORDER: The meeting was called to order by Chairman Christensen at 6:02 p.m.

2. ROLL CALL: Via Phone

- Director Karla Christensen
- Director John Chapman
- Director Patrick Henry
- Director Anita Ebbinghausen
- Director Roscoe Raymond

Candi Bingham, General Manager
Gisele Wurzburger, Board Clerk – Via Phone

3. PLEDGE OF ALLEGIANCE: Chairman Christensen led the Pledge of Allegiance.

4. AGENDA:

General Manager Bingham requested Agenda Item 9c. CalFire Dumpster for Green Waste be placed on the agenda for discussion and action.

Motion by Chairman Christensen, seconded by Vice-Chairman Raymond and carried by a 5 to 0 vote to approve the Regular Agenda dated October 20, 2021 as amended. Motion passed by the following vote:

- AYES:** Chapman, Christensen, Ebbinghausen, Henry, Raymond
- NOES:** None
- ABSTAIN:** None
- ABSENT:** None

5. PUBLIC COMMENT FOR MATTERS NOT ON THE AGENDA:

None.

6. MINUTES: Discussion / Approval.

A. September 15, 2021 Regular Meeting.

Motion by Chairman Christensen, seconded by Board Member Henry, and carried by a 5 to 0 vote to approve the Minutes dated September 15, 2021 as amended. Motion passed by the following vote:

- AYES:** Chapman, Christensen, Ebbinghausen, Henry, Raymond
- NOES:** None
- ABSTAIN:** None
- ABSENT:** None

7. CONSENT ITEMS:

a. Monthly Financial Statements - Period Ending September 30, 2021.

Chairman Christensen opened the public discussion. Hearing no further comments from the public, Chairman Christensen closed the public discussion.

Motion by Board Member Henry, seconded by Vice-Chairman Raymond carried by a 5 to 0 vote to approve the Monthly Financial Statements - Period Ending September 30, 2021. Motion passed by the following vote:

AYES: Chapman, Christensen, Ebbinghausen, Henry, Raymond
NOES: None
ABSTAIN: None
ABSENT: None

b. Expenditure Report - Submitted Check Approval through September 30, 2021.

Chairman Christensen opened the public discussion. Hearing no further comments from the public, Chairman Christensen closed the public discussion.

Motion by Board Member Henry, seconded by Vice-Chairman Raymond, and carried by a 5 to 0 vote to approve the Expenditure Report - Period Ending September 30, 2021. Motion passed by the following vote:

AYES: Chapman, Christensen, Ebbinghausen, Henry, Raymond
NOES: None
ABSTAIN: None
ABSENT: None

8. MONTHLY OPERATIONS REPORT: Discussion. Any matter requiring action will be placed on an upcoming agenda for consideration.

A. Monthly Operations Report.

The report included updates from AWA staff, construction, wastewater and water – see report for complete details for Regulatory Compliance Specialist, Wastewater, Water, Distribution and Electrical.

September 1 thru September 30, 2021 Water Production/Sold Information:

Well 2 - 266,500 gallons Total Produced – 1,105,784 gallons
Well 3R – 491,600 gallons Total Sold – 923,977 gallons
Well 6R – 347,684 gallons Unaccounted Loss - 16%
Staff Hours: Water 46 hours

September 1 thru September 30, 2021 Wastewater Production:

Influent flow: 970,600 gallons Effluent Discharged: 850,300 gallons
Staff Hours: Wastewater 47.5 hours

Chairman Christensen opened the public discussion. Hearing no comments from the public, Chairman Christensen closed the public discussion.

B. Monthly General Manager Report.

The Monthly General Manager Report included updates from the General Manager – see report for complete details.

General Manager Bingham reported she spoke with Amador Water Agency regarding locking the Fire Hydrants. Vice-Chairman Raymond stated CalFire has a universal fire key and staff could coordinate with them on an annual basis to determine their usage. General Manager requested Purchase of a Fire Hydrant Meter Lock be placed on the next agenda for discussion and action.

Chairman Christensen opened the public discussion. Hearing no comments from the public, Chairman Christensen closed the public discussion.

9. BOARD MATTERS: Discussion/Action.

a. Distribution Project Funding Loan Options. Continued Discussion.

No written report was submitted on this item. General Manager Bingham reported the State has contacted the District regarding the loan for the District's Water Storage and Distribution Rehabilitation Project. They are now requesting the Project Fund in the amount of \$6,356,850.00 with the new loan breakdown of 90 percent from the Grant and \$1,356,850.00 from the 40-year interest free loan. She noted tried contacting Roseanne Chamberlain from Amador LAFCO but she has not responded yet.

General Manager Bingham reported she would be looking into grant options with the USDA and CDBG – Community Development Block Grant through Amador County.

Chairman Christensen opened the public discussion. Hearing no comments from the public, Chairman Christensen closed the public discussion

No action taken.

b. Conservation and Agricultural Water Usage Guidelines. Discussion/Action.

No written report was submitted on this item. General Manager Bingham reported she received a letter from the State requesting Districts to conserve water, however because the District has under 1,000 water customers we are not required. However, the State is still watching all District's water usage. More information will be provided at the November meeting.

Chairman Christensen opened the public discussion. Hearing no comments from the public, Chairman Christensen closed the public discussion

No action taken.

c. CalFire Green Waste Dumpster. Discussion/Action.

No written report was submitted on this item. Vice-Chairman Raymond Amador Fire and CalFire wants to place a Green Waste Dumpster in River Pines two times a month for 4 hours. They are working out the details with ACES Waste Services.

Chairman Christensen opened the public discussion. Hearing no comments from the public, Chairman Christensen closed the public discussion

Motion by Board Member Henry, seconded by Vice-Chairman Raymond, and carried by a 5 to 0 vote to approve CalFire Green Waste Dumpster Program. Motion passed by the following vote:

AYES: Chapman, Christensen, Ebbinghausen, Henry, Raymond
NOES: None
ABSTAIN: None
ABSENT: None

- 10. BOARD OF DIRECTORS COMMENTS/REPORTS:** Discussion Only.
- a. Capital Improvements and general repairs necessary at the District. Continued Item.

Nothing to report.

- 11. COMMITTEE COMMENTS/REPORTS:** Continued Item.

12. FUTURE AGENDA TOPICS:

General Manager Bingham reported Board Member Henry has submitted his resignation. The following information has been posted on the District's website and other District locations: Letters of Interest To fill One (1) vacancy on the Board Interested persons must submit a Letter of Interest to: rppud@riverpinespub.org River Pines Public Utility District P.O. Box 70 River Pines, CA 95675-0070 Fax: 209-245-5710 Drop Box Main Office 22900 Canyon Avenue River Pines, CA 95675 Please submit letters by noon on Friday, November 12, 2021. A Regular Meeting will be held on November 17, 2021 at 6:00 p.m.

- a. Conservation and Agricultural Water Usage Guidelines. Discussion/Action.
- b. Purchase of a Fire Hydrant Meter Lock. Discussion/Action.
- c. Consider Letters of Interest and Appoint Director Position Vacancy. Discussion/Action
- d. Elect New Chairman and Vice-Chairman. Discussion/Action.

- 13. ADJOURNMENT:** The meeting adjourned at 7:03 p.m. to the scheduled meeting on November 17, 2021.

6b



SPECIAL MINUTES

Wednesday, October 27, 2021
ACTION MINUTES

1. CALL TO ORDER: The meeting was called to order by Vice-Chairman Raymond 10:36 a.m.

2. ROLL CALL: Via Phone

Director Patrick Henry Chapman
Director Anita Ebbinghausen
Director Roscoe Raymond

Candi Bingham, General Manager – Via Phone
Gisele Wurzbarger, Board Clerk – Via Phone

ABSENT:
Director Karla Christensen
Director John Chapman

3. PLEDGE OF ALLEGIANCE: Vice - Chairman Raymond led the Pledge of Allegiance.

4. AGENDA:

General Manager Bingham requested Agenda Item 9b. State Water Resources Control Board California Water and Wastewater Arrearage Payment Authorized Representative Delegation regarding arrearage payment during Covid for discussion and action. This application has a 30-day deadline.

Motion by Board Member Ebbinghausen, seconded by Vice-Chairman Raymond and carried by a 3 to 0 vote to approve Agenda Item 9b. State Water Resources Control Board California Water and Wastewater Arrearage Payment Authorized Representative Delegation for discussion and action. Motion passed by the following vote:

AYES: Ebbinghausen, Henry, Raymond
NOES: None
ABSTAIN: None
ABSENT: Christensen, Chapman

5. PUBLIC COMMENT FOR MATTERS NOT ON THE AGENDA:

None

6. BOARD MATTERS: Discussion/Action.

a. Approval of State Mandated Resolution 2021-07 Reimbursement. Discussion/Action.

No written report was submitted on this item. General Manager Bingham reported she had been contacted by the Project Manager requesting reapproval of the State Mandated Resolution 2021-07 Reimbursement for funding the District's Water Storage and Distribution Rehabilitation Project. The reasonably expected

maximum principal amount of the Project Fund is \$6,356,850.00. The breakdown is 90 percent from the Grant and \$1,356,850.00 from the 40-year interest free loan. She noted for the record the original Resolution was submitted to the State April 2018.

Vice-Chairman Raymond opened the public discussion. Hearing no comments from the public, Vice-Chairman Raymond closed the public discussion.

Motion by Vice-Chairman Raymond, seconded by Board Member Ebbinghausen and carried by a 3 to 0 vote to approve State Mandated Resolution 2021-07 Reimbursement for funding the District's Water Storage and Distribution Rehabilitation Project. Motion passed by the following vote:

AYES: Ebbinghausen, Henry, Raymond
NOES: None
ABSTAIN: None
ABSENT: Christensen, Chapman

b. State Water Resources Control Board California Water and Wastewater Arrearage Payment Authorized Representative Delegation Debt Management Policy. Discussion/Action.

No written report was submitted on this item. General Manager Bingham reported the State Water Resources Control Board California Water and Wastewater request the Board designate two authorized representatives to sign the Arrearage Payment Authorized Representative Delegation form. The Board also needs to authorize the General Manager to complete the filing and submittal of the Arrearage Payment application.

General Manager reported the application was would be in the amount of \$13,850.00 which covers water, water fees, late payments and Paymentus Online Payment Service.

General Manager Bingham reported this Program will provide funding for "community water systems" that have experienced revenue shortfalls and arrearages on water bills during the COVID-19 pandemic.

Vice-Chairman Raymond opened the public discussion. Hearing no comments from the public, Vice-Chairman Raymond closed the public discussion.

Motion by Vice-Chairman Raymond, seconded by Board Member Henry and carried by a 3 to 0 vote to designate Board Member Raymond and Board Member Ebbinghausen as the two authorized representatives to sign the Arrearage Payment Authorized Representative Delegation form. The Board also voted to authorize the General Manager to complete the filing and submittal of the application for the Arrearage Payment. Motion passed by the following vote:

AYES: Ebbinghausen, Henry, Raymond
NOES: None
ABSTAIN: None
ABSENT: Christensen, Chapman

7. ADJOURNMENT: The meeting adjourned at 10:47 p.m. to the scheduled meeting on November 17, 2021.

River Pines Public Utility District
Profit & Loss by Class
October 2021

7a

	Sewer	Water	TOTAL
Ordinary Income/Expense			
Income			
Amador County Auditor's Warrant			
Unsecured Appointment	119.24	119.24	238.48
Total Amador County Auditor's Warrant	119.24	119.24	238.48
Base Fee Income			
Maintenance Fees	440.36	440.36	880.72
Sewer	15,767.25	0.00	15,767.25
Voluntary Lock-Off	105.00	105.00	210.00
Water	0.00	12,529.83	12,529.83
Total Base Fee Income	16,312.61	13,075.19	29,387.80
Town Hall Rental	30.00	30.00	60.00
Variable Income			
Late Fees	262.00	262.00	524.00
Reconnection Fee	14.50	0.00	14.50
Returned Check Fee	0.00	14.50	14.50
Service Connection Fee	98.58	98.67	197.25
Water - Usage	0.00	2,148.68	2,148.68
Total Variable Income	375.08	2,523.85	2,898.93
Total Income	16,836.93	15,748.28	32,585.21
Gross Profit	16,836.93	15,748.28	32,585.21
Expense			
Bank Charges			
Paymentus Fees	5.90	5.90	11.80
Total Bank Charges	5.90	5.90	11.80
Board Members			
Stipends	187.50	187.50	375.00
Total Board Members	187.50	187.50	375.00
Contracted Expenses			
Board Clerk	375.00	375.00	750.00
Manager	2,260.51	2,260.53	4,521.04
Total Contracted Expenses	2,635.51	2,635.53	5,271.04
Sewer Expenses			
Amador Water Agency			
After Hour On-Call	247.00	0.00	247.00
Mandated State Reporting	78.64	0.00	78.64
Routine Service	1,808.21	0.00	1,808.21
Total Amador Water Agency	2,133.85	0.00	2,133.85
SCADA Service	700.00	0.00	700.00
Sewer - Parts/Supplies	599.24	0.00	599.24
Telephone - Sewer	195.65	0.00	195.65
Testing - Sewer	62.00	0.00	62.00
Total Sewer Expenses	3,690.74	0.00	3,690.74
Town Hall Expenses			
Janitorial	75.00	75.00	150.00
Total Town Hall Expenses	75.00	75.00	150.00
Water/Distribution Expenses			
Amador Water Agency			
After Hour On-Call	0.00	494.00	494.00
Customer Service	0.00	34.47	34.47
Emergency Call-Out	0.00	384.54	384.54

River Pines Public Utility District
Profit & Loss by Class
October 2021

	Sewer	Water	TOTAL
Large Equipment Use	0.00	391.52	391.52
Meter Reading	0.00	392.52	392.52
Operation Repairs	0.00	2,400.27	2,400.27
Routine Service	0.00	1,377.28	1,377.28
Total Amador Water Agency	0.00	5,474.60	5,474.60
Parts/Supplies	0.00	656.52	656.52
SCADA Service	0.00	300.00	300.00
Telephone - Water	0.00	200.19	200.19
Water Testing	0.00	258.00	258.00
Total Water/Distribution Expenses	0.00	6,889.31	6,889.31
64900 · Office Expenses			
Postage/Shipping	167.50	167.50	335.00
Software	49.48	49.50	98.98
Supplies	172.47	172.48	344.95
Website Service	50.00	50.00	100.00
Total 64900 · Office Expenses	439.45	439.48	878.93
66700 · Professional Fees			
Legal Expenses	40.00	40.00	80.00
Total 66700 · Professional Fees	40.00	40.00	80.00
68600 · Utilities			
Disposal	54.42	54.42	108.84
68100 · Telephone - Office	29.03	29.04	58.07
Total 68600 · Utilities	83.45	83.46	166.91
Total Expense	7,157.55	10,356.18	17,513.73
Net Ordinary Income	9,679.38	5,392.10	15,071.48
Other Income/Expense			
Other Income			
Wireless Site Lease	250.00	250.00	500.00
Total Other Income	250.00	250.00	500.00
Net Other Income	250.00	250.00	500.00
Net Income	9,929.38	5,642.10	15,571.48

River Pines Public Utility District
Account QuickReport-Board Meetings
As of October 31, 2021

7b

Type	Date	Num	Name	Memo	Amount	Balance
Bank Accounts						61,968.17
El Dorado Checking						61,968.17
Deposit	10/01/2021			Deposit	28.22	61,996.39
Check	10/01/2021	debit	Candi Bingham		-2,416.67	59,579.72
Check	10/04/2021	debit	Google Services		-36.00	59,543.72
Deposit	10/05/2021			Deposit	242.25	59,785.97
Deposit	10/05/2021			Deposit	881.22	60,667.19
Check	10/06/2021	debit	Aces Waste Services, Inc.	1175	-108.84	60,558.35
Deposit	10/06/2021			Deposit	150.00	60,708.35
Deposit	10/07/2021			Deposit	1,430.43	62,138.78
Check	10/07/2021	debit	Adobe PDF		-14.99	62,123.79
Check	10/07/2021	debit	GetStreamline		-50.00	62,073.79
Deposit	10/08/2021			Deposit	850.38	62,924.17
Deposit	10/12/2021			Deposit	380.87	63,305.04
Deposit	10/12/2021			Deposit	500.00	63,805.04
Deposit	10/12/2021			Deposit	295.39	64,100.43
Deposit	10/12/2021			Deposit	314.13	64,414.56
Deposit	10/13/2021			Deposit	264.30	64,678.86
Deposit	10/14/2021			Deposit	152.83	64,831.69
Deposit	10/15/2021			Deposit	232.62	65,064.31
Check	10/15/2021	debit	McAfee Software		-47.99	65,016.32
Check	10/15/2021	debit	USPS	5 rolls of Stamps - for RP and Bl...	-335.00	64,681.32
Check	10/15/2021	debit	Staples	RP Office Supplies	-134.55	64,546.77
Check	10/15/2021	debit	AT&T - Sewer	209 245-3984 701 9	-195.65	64,351.12
Check	10/15/2021	debit	AT&T - Water	209 245-4011 722 0	-200.19	64,150.93
Check	10/15/2021	debit	Candi Bingham		-2,104.37	62,046.56
Deposit	10/18/2021			Deposit	7,530.11	69,576.67
Invoice	10/18/2021	84234	River Pines Bible Church	Returned Check	-60.38	69,516.29
Invoice	10/18/2021	84234	River Pines Bible Church	Returned Check	-82.75	69,433.54
Invoice	10/18/2021	84234	River Pines Bible Church	Returned Check	-9.02	69,424.52
Invoice	10/18/2021	84234	River Pines Bible Church	Bank Fee for Non-Sufficient Fun...	-5.00	69,419.52
Invoice	10/18/2021	84234	River Pines Bible Church	Bank Fee for Non-Sufficient Fun...	-5.00	69,414.52
Deposit	10/18/2021			Deposit	1,946.98	71,361.50
Deposit	10/19/2021			Deposit	143.13	71,504.63
Deposit	10/19/2021			Deposit	969.58	72,474.21
Deposit	10/19/2021			Deposit	1,230.88	73,705.09
Check	10/19/2021	debit	Staples	Supplies Office	-179.16	73,525.93
Bill Pmt -Check	10/20/2021	13952	Amador Water Agency	30018	-8,864.21	64,661.72
Bill Pmt -Check	10/20/2021	13953	Angelica Hernandez	Cleaning - Town Hall, Office & B...	-150.00	64,511.72
Bill Pmt -Check	10/20/2021	13954	Anita Ebbinghausen	Stipend - October 2021	-75.00	64,436.72
Bill Pmt -Check	10/20/2021	13955	Brent Stewart, P.E.	SCADA	-1,000.00	63,436.72
Bill Pmt -Check	10/20/2021	13956	California Bank & Trust	1030264749	-890.00	62,546.72
Bill Pmt -Check	10/20/2021	13957	california Laboratory Services	Testing - September 2021	-320.00	62,226.72
Bill Pmt -Check	10/20/2021	13958	Colantuono, Highsmith & ...	AB 361 Teleconferencing;Agend...	-80.00	62,146.72
Bill Pmt -Check	10/20/2021	13959	Gisele L. Wurzburger	October Meeting - Board Clerk	-300.00	61,846.72
Bill Pmt -Check	10/20/2021	13960	John Chapman	Stipend - October 2021	-75.00	61,771.72
Bill Pmt -Check	10/20/2021	13961	Karla Christensen	Stipend - October 2021	-75.00	61,696.72
Bill Pmt -Check	10/20/2021	13962	Patrick Henry	Stipend - October 2021	-75.00	61,621.72
Bill Pmt -Check	10/20/2021	13963	Rocky Raymond	Stipend - October 2021	-75.00	61,546.72

River Pines Public Utility District
Account QuickReport-Board Meetings
As of October 31, 2021

Type	Date	Num	Name	Memo	Amount	Balance
Deposit	10/20/2021			Deposit	468.53	62,015.25
Check	10/20/2021	debit	Staples		-31.24	61,984.01
Bill Pmt -Check	10/21/2021		Olivarez Madruga Lemieux...		-199.00	61,785.01
Deposit	10/21/2021			Deposit	4,187.32	65,972.33
Deposit	10/21/2021			Deposit	589.40	66,561.73
Deposit	10/22/2021			Deposit	780.64	67,342.37
Deposit	10/25/2021			Deposit	2,689.39	70,031.76
Deposit	10/26/2021			Deposit	1,008.55	71,040.31
Deposit	10/26/2021			Deposit	1,044.81	72,085.12
Deposit	10/27/2021			Deposit	5,052.97	77,138.09
Deposit	10/27/2021			Deposit	590.90	77,728.99
Check	10/27/2021	debit	RingCentral		-58.07	77,670.92
Deposit	10/28/2021			Deposit	356.35	78,027.27
Check	10/28/2021	debit	GetStreamline		-50.00	77,977.27
Deposit	10/29/2021			Deposit	611.64	78,588.91
Bill Pmt -Check	10/30/2021	13668	Gisele L. Wurzburger	September Replacement - Boar...	-300.00	78,288.91
Bill Pmt -Check	10/30/2021	13669	Gisele L. Wurzburger	October Special Meeting - Board...	-150.00	78,138.91
Total El Dorado Checking					16,170.74	78,138.91
Total Bank Accounts					16,170.74	78,138.91
TOTAL					16,170.74	78,138.91

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River Pines Department Report

October 1 – October 31, 2021

Water Production/Sold

Well 2 214,000 gallons

Total Produced: 870,980 gallons

Well 3R: 413,400 gallons

Total Sold: 646,082 gallons

Well 6R: 243,580 gallons

Unaccounted Loss: 26%

Regulatory Compliance Specialist-

- Submitted September monthly and 3rd quarter water report
- Submitted September monthly and 3rd quarter wastewater reports and no spill report for CIWQS
- Coordinating backflow device testing with water operator

Wastewater-

- Influent flow 1,253,700 gallons. Effluent Discharged 297,400 gallons.
- Pulled pump and replaced mechanical seal in pump at Slate Creek Lift Station.
- Checked and monitored the collection systems.
- Cleaned vacuum system.

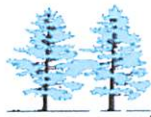
Water Treatment –

- RPPUD experienced a power outage and the generator at Well 2/3R operated for approximately 24 hours to ensure well operation. Following this process the generator returned to “manual” mode for unknown reasons. Electrical staff is investigating.
- Wells 2/3R continue to perform well with some but not significant aquifer drawdown. Water demand decrease with seasonal change will help with this as well.
- Staff is near completion of the setup, identifying provider, and filling process for the bulk chlorine tank to be utilized by both Water and Wastewater.

Staff Hours: Water hrs 60 WW hrs 65.5

Prepared by: Andrea Hinton, Regulatory Compliance Specialist

Reviewed by: Rick Ferriera, Operations and Maintenance Manager



RIVER PINES PUBLIC UTILITY DISTRICT



22900 Canyon Ave., PO BOX 70, River Pines, CA 95675
Phone: (209) 245-6723 Fax: (209) 245-5710 Email: RPPUD@RPPUD.org

AGENDA ITEM – 8B

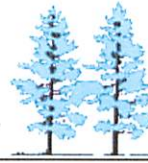
GENERAL MANAGER'S REPORT

For the Month of October/November 2021

1. **Distribution Project** – touched bases with state Project Manager and she claims the state now has all documents needed.
2. **California Water Board** – application has been completed for COVID relief funds. The amount allowed to claim at this time is \$8,328.88. The late fees, paymentus fees, and sewer fees may be claimed in January if there are any funds remaining.
3. **Public Works** – contacted them regarding the mirrors for the two blind spots. They claim this is resident responsibility as to whomever is effected.
4. **Contacted CalFire Youth Camp** – they have started clearing the spray fields. Spoke with the Captain there and he stated he only has two groups and is spreading them amongst all those in need. So this means we may only get them one or two days a month. AWA is having them clear areas that have never been cleared in other zones.
5. **Fire Extinguishers** – office staff contacted Foothill Fire Extinguisher to have all extinguishers serviced. All were collected from various locations and redistributed.
6. **Liens** – will be preparing liens for delinquent accounts in the next couple of weeks. Office staff will need to get them notarized and filed with the county.
7. **Mail Forwarding** – will end December 31st. All District mail sent to PO Box 70 will be delivered there as office staff can process as needed. Payments, for the time being, can still be sent to Blackfoot for those who prefer to use self-addressed envelopes.
8. **AWA Payments** – customers may no longer take their payments to AWA with office staff now available in RP.
9. Bank Deposits – myself and office staff
10. Monthly Billing & Monthly Late Notices
11. Monthly 48 Hour Notices
12. Agenda & Packets



RIVER PINES PUBLIC UTILITY DISTRICT



9d

22900 Canyon Ave. • P.O. Box 70 • River Pines, CA 95675

(209) 245-6723 • (209) 245-5710 FAX

rppud@rppud.org

SUBJECT: Agenda Item 9d
DATE: November 17, 2021
MEETING: Regular
Attachment: No

Background: Customer with account 86-013 contacted the district regarding the water usage they were billed on their September 30th invoice. They were charged for 18,136 gallons of water. Their average water usage is 6,832 gallons of water per month.

She is refusing to pay for water she claims they did not use. I contacted AWA and asked them to check the meter. I asked them to verify the meter was working properly and if there were any leaks. AWA informed me that when they went to the property, they spoke with the homeowner and let her know that her meter IS working properly (and if it weren't, it would register less water not more) and also stated there appeared to be no leak. Homeowner agreed that there were no leaks.

There were quite a few customers that had high usage on the September meter read. In August, due to health concerns (Caldor Fire), AWA and myself agreed to estimate August usage. When estimated, I billed the same usage that was read and billed for July. In September, the meters WERE read and have been read since.

When meters must be estimated (danger, illness, etc.) they have always been estimated based on previous months usage. I have never pulled a number out of a hat and billed. If they used less than was estimated, then the next month when the meters are read, they are billed for less usage or no usage at all (depending on how much they were over charged). If the previous invoice had been underestimated, then their current invoice would show a higher usage and they would be billed more.

Current Standing of Account: Customer has asked this item to be brought before the Board. They are asking that their invoice be recalculated, and they only be charged their average usage. They have not paid September or October's invoice. The customer was billed a late fee for September which they are also requesting be removed.

I informed the customer that these are public funds and I do not have the authority to reverse these charges.

Note: when this customer reached out to me, I told them that I have no idea as to why their usage was so high. They were away from their house for a couple of weeks due to the fire. I

told them someone could have used their water, but I did not know. She told me that there was no way someone would go onto someone's private property and take their water.

I did everything I could as far as had the meter checked and AWA look for a leak (on District side).