



July 24, 2019

TO: LOCSD Board of Directors
FROM: Renee Osborne, General Manager
Liz Radvansky, Utility Billing Specialist
SUBJECT: **Agenda Item 12A – 8/1/2019 Board Meeting**
Customer Dispute Regarding High Water Bill at 1510 11th Street

DESCRIPTION

President
Marshall E. Ochylski

Resident is wanting a credit to his account as he feels he is not responsible for the usage on his meter.

Vice President
Charles L. Cesena

DISCUSSION

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

During regularly scheduled meter reads on June 10th, Steve Rodarte at 1510 11th Street was recorded using higher than normal usage, the read was 252, the read at the beginning of the cycle was 15. A water operator was sent out to re-read the meter on June 12th, the re-read was now 270 and the leak indicator was NOT spinning at time of the re-read. Mr. Rodarte was billed for 237 units/\$2,675.00 (4/8/19 to 6/10/19).

General Manager
Renee Osborne

The Utility Billing Specialist created a work order on June 13th to check for anything unusual, the read was now 274. At this time, Utility Systems Manager Acosta spoke with Mr. Rodarte and a work order was created on June 14th to read the meter every day for a week.

District Accountant
Robert Stilts, CPA

The reads are as follows:	
Friday June 14 th	274.83
Monday June 17 th	274.99
Tuesday June 18 th	275.12
Wednesday June 19 th	275.22
Thursday June 20 th	275.30
Friday June 21 st	275.56

Unit Chief
Scott M. Jalbert

Battalion Chief
George Huang

After several interactions with Mr. Rodarte, the usage seemed to have slowed. There are currently five occupants at this residence and they do not have an irrigation system. This is a new meter with an install date of January 29, 2019.

On June 13th, Ms. Radvansky offered Mr. Rodarte payment arrangements with no late fees, which he has accepted. Mr. Rodarte came into the office on Friday, July 19th to make a partial payment. At that time, he stated that he would like to go before the Board and dispute his bill. He asked to be placed on the Board's August 1st agenda.

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

SUMMARY

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

Attached is Mr. Rodarte's transaction history, a copy of his bill, and copies of the work orders. Staff feels that there is ample evidence that the water crossed the meter, there is no leak, and the meter readings are accurate. Staff is asking for Board direction.

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

FINANCIAL IMPACT

Water revenue will decrease by whatever amount the Board decides to credit this account.

www.losososcsd.org

Attachment

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

LOCSD Utility Invoice

Service Days

04/08/2019 to 06/10/2019

Service Address:

1510 11TH ST

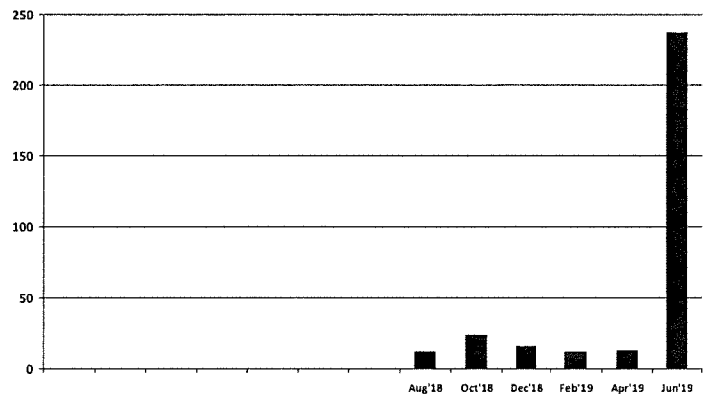
To:

STEVE RODARTE
 1510 11TH ST
 LOS OSOS, CA 93402

Account Number	05040
Bill Date	06/20/2019
Due Date	07/15/2019
AMOUNT DUE	2675.00
If Paid After Due Date	2942.50

Account Activity Summary

PREVIOUS BALANCE	167.25
LATE FEES	16.73
ADJUSTMENTS	-16.73
PAYMENTS	-167.25
BALANCE FORWARD	0.00
CURRENT CHARGES	2675.00
TOTAL AMOUNT DUE	2675.00



Detailed Breakdown of Current Charges

Description	Prior Read	Current Read	Usage	Charges
WATER	15	252	237	2675.00
TOTAL CURRENT CHARGES				2675.00

Your usage converted to gallons is: 177,276 Gallons per day: 2,813

Please Detach and Remit Stub with Payment

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

Route: 207

Customer:
 STEVE RODARTE
Service Address:
 1510 11TH ST

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

Account Number	05040
Due Date	07/15/2019
AMOUNT DUE	2675.00
If Paid After Due Date	2942.50
Amount Enclosed	\$

Customer Transaction Summary

Customer Information

Account No: 05040
 STEVE RODARTE
 1510 11TH ST
 LOS OSOS, CA 93402

Location Information

Location No: 05715
 1510 11TH ST
 LOS OSOS, CA 93402

Date	Type	More Info	Reading	Usage	Prior Balance	Transaction Amount	Balance
06/18/2018	Misc - ACT				0.00	50.00	50.00
07/10/2018	Payment	CHECK			50.00	-50.00	0.00
08/20/2018	F Charge	08/08/2018	2011	12	0.00	143.11	143.11
09/18/2018	Penalty				143.11	14.31	157.42
10/03/2018	Misc - DH1				157.42	10.00	167.42
10/03/2018	Payment	CHECK			167.42	-200.00	-32.58
10/19/2018	Charge	10/09/2018	2035	24	-32.58	278.75	246.17
11/14/2018	Payment	CREDIT CARD			246.17	-300.00	-53.83
12/20/2018	Charge	12/11/2018	2051	16	-53.83	195.75	141.92
01/13/2019	Payment	CREDIT CARD			141.92	-141.92	0.00
02/20/2019	Charge	02/11/2019	2	12	0.00	157.75	157.75
02/27/2019	Payment	CREDIT CARD			157.75	-157.75	0.00
04/19/2019	Charge	04/08/2019	15	13	0.00	167.25	167.25
05/16/2019	Penalty				167.25	16.73	183.98
05/17/2019	Adjustment				183.98	-16.73	167.25
05/17/2019	Payment	CREDIT CARD			167.25	-167.25	0.00
06/20/2019	Charge	06/10/2019	252	237	0.00	2675.00	2675.00
07/19/2019	Payment	CASH			2675.00	-200.00	2475.00U

Company 001: Los Osos CSD User: LIZ

File Tools Window Help Remote Assistance

Customer 1 | Billing 2 | Payment 3 | Misc Trans 4 | Close 5 | Work 6 | Report 7 | Setup 8

Customer Information | **Location Information**

Account No: 05040

Last Name/Business: RODARTE

Middle: Joint Acct MARTISEL

Address 1: 1510 11TH ST

Country: USA Zip/Pos: 93402

Home Phone: (805)801-1627

Primary Phone: HOME

Personal Info

Past Due

Last Billed

Due Date

Customer Options

Acct. History

Final Bill

E-Bill

Contacts

Attachments

User Codes

Transfer

Calculate Bill

Audit Log

Send E-mail

More...

Add

Edit

Delete

Save

Delete

Clear

Exit

Print

Return

On Date: 03/01/2013

Work Order Details

Work Order No: 00000003331 Printed

Process Date: 06/14/2019 Time: 10:00 AM

Requested By: Contact Phone: Comp. On: 06/26/2019 11:43:35

Issue Date: 06/14/2019 Time: 09:36

Assigned to: Assigned By: CG Completion Date: 06/21/2019 Time: 11:41

Comp. By: LR

Work Order Comments: Please read today. Then next week on Monday, Wednesday and Friday. Please keep this work order until all reads are recorded. We are trying to figure out customers usage issue. Thank you.

Completion Comments: This meter was read everyday for a week.

Friday 6/14 - 274.83

Monday 6/17 - 274.99

Tuesday 6/18 - 275.30

Tasks | Task Comments

Service	Code	Description	Amount	Tax	Read Date	Reading
WATER	PRF	PROOF READ & CHECK LEAKS	0.00	0.00		0.00000

Utility (Billing/Utility) Record: 2945/4202 Record Unlocked NUM

Customer 1

Billing 2

Payment 3

Misc Trans 4

Close 5

Work 6

Report 7

Setup 8

Customer Information

Account No:
05040
Last Name/Business:
RODARTE
Middle: Joint Acct
MARTISEL

Address 1:
1510 11TH ST
Country: Zip/Pos
USA 93402

Home Phone:
(805)801-1627
Primary Phone:
HOME

Personal Info

Past Due

Last Billed

Due Date

Customer Options

Acct. History

Final Bill

E-Bill

Contacts

Work Order Details

Work Order No: .000000003327 Printed Process Date: 06/13/2019 Time: 02:00 PM Requested By: Contact Phone: Comp. On: 06/14/2019 11:07:34
Issue Date: 06/13/2019 Time: 13:45 Assigned to: Assigned By: LR Completion Date: 06/14/2019 Time: 11:06 Comp. By: LR

Work Order Comments

Please re-read. The read on Monday was 252. The read yesterday was 270. The leak indicator was not spinning. This is unexplainable, the customer does not have an irrigation system. Please look to see if anything looks unusual. I will call the customer back. Thank you.

Edit

Completion Comments

Read 274. A second work order has been created to check his read today, next Monday, Wednesday and Friday. We are trying to figure out their water usage issue. 237 units passed in the time frame of 4/08-19-6/11/19.

Edit

Tasks | Task Comments

Service	Code	Description	Amount	Tax	Read Date	Reading
WATER	PRF	PROOF READ & CHECK LEAKS	0.00	0.00		0.00000

Attachments

Print

Return

User Codes

Calculate Bill

Send E-mail

Add

Edit

Delete

Transfer

Audit Log

More...

Save

Delete

Clear

Exit

Utility (Billing/Utility)

Record: 2945/4202

Record Unlocked

NUM

Customer 1

Billing 2

Payment 3

Misc Trans 4

Close 5

Work 6

Report 7

Setup 8

Customer Information

Account No:
05040

Last Name/Business:
RODARTE

Middle: Joint Acct Holder:
MARTISELA

Address 1:
1510 11TH ST

Country: Zip/Postal Code
USA 93402-

Home Phone:
(805)801-1627

Primary Phone:
HOME

Personal Info

Past Due

Last Billed

Due Date

Customer Options

Acct. History

Final Bill

E-Bill

Contacts

Location Information

Notes for Account 05040

View: Notes for Current Customer

Category: ALL CATEGORIES

Date	Location No	Subject	Attachment	Print on Bill
06/20/2019	05715	PDF BILLS SENT	No	No
06/14/2019	05715	High Water Bill / Payment Arrangements	No	No
06/12/2019	05715	High Consumption	No	No
05/17/2019	05715	Adjustment / One time Credit	No	No
04/19/2019	05715	PDF BILLS SENT	No	No
02/20/2019	05715	PDF BILLS SENT	No	No
12/19/2018	05715	PDF BILLS SENT	No	No
10/19/2018	05715	PDF BILLS SENT	No	No
08/20/2018	05715	PDF BILLS SENT	No	No

Add

Edit

Delete

Print

Note Preview:

Customer was on hi/lo report with high usage, 237 units. Re-read was 18 units higher in 2 days. The leak indicator was not spinning at the time of re-reads. I called the customer and left a message to notify of high usage.

Return

User Codes

Calculate Bill

Send E-mail

Add

Edit

Delete

Transfer

Audit Log

More...

Save

Delete

Clear

Exit

Los Osos CSD

Work Order

Work Order No: 00000003327

Work Order Code & Desc: PRF - PROOF READ & CHECK

Information Assigned by Office

Name: STEVE RODARTE
Service Id: 05715
Account No: 05040
Route: 207 READ SEQ: 00810
Address: 1510 11TH ST
Meter No: OB18216806

Phone No: (805)801-1627
Issue Date: 06/13/2019 13:45
Process Date: 06/13/2019
Process Time: 02:00 PM
Requested By: _____
Assigned To: _____ By: LR

Comments: PRF - PROOF READ & CHECK LEAKS

Please re-read. The read on Monday was 252. The read yesterday was 270. The leak indicator was not spinning. This is unexplainable, the customer does not have an irrigation system. Please look to see if anything looks unusual. I will call the customer back. Thank you.

FAXED
6-13-19
hr 1:50

Information From the Field

Old Meter Reading: _____ Old Meter No: OB18216806 Remote Meter No: _____
New Meter Reading: _____ New Meter No: _____ Seal No: _____

Location: R1 Previous Read: 15.00000 Date: 04/08/2019
Work Done By: RF Date Completed: 6/13/19

\$2675.00

READ - 0274

TIME - 1420

FAXED

- NO LEAKS

- GUESS METER SHOULD BE CALIBRATED

- PERSONALLY TALKED TO PROPERTY OWNER

FOLLOW UP REQUIRED? NO

Customer Transaction Summary

Customer Information

Account No: 05040
 STEVE RODARTE
 1510 11TH ST
 LOS OSOS, CA 93402

Location Information

Location No: 05715
 1510 11TH ST
 LOS OSOS, CA 93402

Date	Type	More Info	Reading	Usage	Prior Balance	Transaction Amount	Balance
06/18/2018	Misc - ACT				0.00	50.00	50.00
07/10/2018	Payment	CHECK			50.00	-50.00	0.00
08/20/2018	F Charge	08/08/2018	2011	12	0.00	143.11	143.11
09/18/2018	Penalty				143.11	14.31	157.42
10/03/2018	Misc - DH1				157.42	10.00	167.42
10/03/2018	Payment	CHECK			167.42	-200.00	-32.58
10/19/2018	Charge	10/09/2018	2035	24	-32.58	278.75	246.17
11/14/2018	Payment	CREDIT CARD			246.17	-300.00	-53.83
12/20/2018	Charge	12/11/2018	2051	16	-53.83	195.75	141.92
01/13/2019	Payment	CREDIT CARD			141.92	-141.92	0.00
02/20/2019	Charge	02/11/2019	2	12	0.00	157.75	157.75
02/27/2019	Payment	CREDIT CARD			157.75	-157.75	0.00
04/19/2019	Charge	04/08/2019	15	13	0.00	167.25	167.25
05/16/2019	Penalty				167.25	16.73	183.98
05/17/2019	Adjustment				183.98	-16.73	167.25
05/17/2019	Payment	CREDIT CARD			167.25	-167.25	0.00

RESIDENTS
 (5)

NEW METER 1-29-19

READ ON 6-10-19 252
 READ ON 6-12-19 270
 READ ON 6-13-19 274

4-8-19-6-11-19

CREATE NEW W/O
 READ TODAY

M W F OF NEXT WEEK

Los Osos CSD

Work Order

Work Order No: 00000003331

Work Order Code & Desc: PRF - PROOF READ & CHECK

Information Assigned by Office

Name:	<u>STEVE RODARTE</u>	Phone No:	<u>(805)801-1627</u>
Service Id:	<u>05715</u>	Issue Date:	<u>06/14/2019 09:36</u>
Account No:	<u>05040</u>	Process Date:	<u>06/14/2019</u>
Route:	<u>207</u> <u>READ SEQ:00810</u>	Process Time:	<u>10:00 AM</u>
Address:	<u>1510 11TH ST</u>	Requested By:	_____
Meter No:	<u>OB18216806</u>	Assigned To:	_____ By: <u>CG</u>

Comments: PRF - PROOF READ & CHECK LEAKS

Please read today. Then next week on Monday, Wednesday and Friday. Please keep this work order until all reads are recorded. We are trying to figure out customers usage issue. Thank you.

FAXED
6-14-19
h 9:45

Information From the Field

Old Meter Reading:	_____	Old Meter No:	<u>OB18216806</u>	Remote Meter No:	_____
New Meter Reading:	_____	New Meter No:	_____	Seal No:	_____
Location:	<u>R1</u>	Previous Read:	<u>15.00000</u>	Date:	<u>04/08/2019</u>
Work Done By:	_____	Date Completed:	_____		

READS	READS	TIME
<u>FRIDAY 6-14 -</u>	<u>274.83 -</u>	<u>1130</u>
<u>MONDAY 6-17 -</u>	<u>274.99 -</u>	<u>1039</u>
<u>WEDNESDAY 6-19 -</u>	<u>275.22 -</u>	<u>1057</u>
<u>FRIDAY 6-21 -</u>	<u>275.56 -</u>	<u>1110</u>
<u>TUESDAY 6-18 -</u>	<u>275.12 -</u>	<u>1120</u>
<u>THURSDAY 6-20 -</u>	<u>275.30 -</u>	<u>1040</u>

FOLLOW UP REQUIRED? _____

MV-RS Read Audit Report JUN 10, 2019 4:17 PM Page: 1

ROUTE ID: 01020700 CYCLE: 01 (ALL AUDITS)

Acct. No. Name/Address	Meter No. MRID	Cur Rd Prv Rd Usage Const	Hi 1 Lo 1	Hi 2 Lo 2	Type Reas Mthd At/St	Date Loc
05830 01 DUNCAN. KENNETH. 1100 11TH ST	68570635 6492	000129 000004 000125 000001	000022 000005	000022 000005	WATR LO2 R 1 / A	06/10
05201 01 MENDOZA. KINGA 1187 11TH ST	68570650 6492	000233 000002 000231 000001	000020 000005	000020 000005	WATR LO2 R 1 / A	06/10 0233
05312 01 ARTER. PHILIP 1553 11TH ST	OB18216809 6492	000026 000021 000005 000001	000014 000003	000014 000003	WATR HI2 K 1 / A	06/10 LEAK? 0029
05343 01 LEE. RICHARD 1617 11TH ST	OB32750440 6492	000792 000001 000791 000001	000020 000005	000020 000005	WATR LO2 K 1 / A	06/10 No LEAK SHOWN
05522 01 MORRISON. MIKE 2061 11TH ST	OB19011444 6492	000174 000009 000165 000001	000006 000001	000006 000001	WATR HI2 K 1 / A	06/10
05899 01 BUDGET STORAGE 1133 SANTA YNEZ AVE	68982073 6492	000473 000004 000469 000001	000036 000009	000036 000009	WATR LO2 R 1 / A	06/10
05894 01 BLANCO DIAZ. CARLOS 1142 NIPOMO AVE	68982053 6492	000484 000021 000463 000001	000000 000000	000000 000000	WATR HI1 R 1 / A	06/10
05576 01 BRANUM. TY 1890 11TH ST	OB19025200 6492	000005 009999 000010 000001	000026 000006	000026 000006	WATR HI2 * K 1 / A	06/10 MISREAD? 0005 BILL FOR ✓
05586 01 BRUDER. ROY 1884 11TH ST	OB19025199 6492	000010 000000 000010 000001	000014 000003	000014 000003	WATR NO-USE K 1 / A	06/10 0010 MTR OK
05679 01 ASHFORD. JOHN 1668 11TH ST	OB18216743 6492	000000 000000 000000 000001	000006 000001	000006 000001	WATR NO-USE K 1 / A	06/10
05693 01 JONES. MICHAEL 1620 11TH ST	70196012 6492	000230 000001 000229 000001	000000 000000	000000 000000	WATR HI1 R 1 / A	06/10 0230
05715 01 RODARTE. STEVE 1510 11TH ST	OB18216806 6492	000252 000237 000015 000001	000030 000007	000030 000007	WATR HI2 K 1 / A	06/10 LEAK? 0270

1510 11TH

0270

No
LEAK

No LEAK SHOWN