



BOARD OF DIRECTORS  
Connie S. Griffin  
Leslie Brister  
Steven C. Farrell  
Cory Hubbell  
Kenneth L. Stone

GENERAL MANAGER  
Jordan W. Dietz

To: Board of Directors  
From: Jordan W. Dietz, General Manager  
Date: March 11, 2021  
Subject: Customer Dispute, Acct: 024-4384-00, 1020 Venus Way

As is standard practice for Crestline Village Water District, Field Crews receive a quarterly 'stopped meter' report from office staff. These reports are used to create individual service orders for all meters on the lists, and then are tested and repaired as required.

After repairs are completed and according to District Administrative Code, adjustments are made to customer accounts using either the minimum monthly charge or estimated usage based on previous meter reads. While policy states that we will use the highest of the two numbers, the District strives to treat all ratepayers equally and fairly, and ensure that no hardship is created.

Non-Registering Meters.

*If a meter is found to be not registering, the charges for service shall be at the minimum monthly rate or based on the estimated consumption, whichever is greater. Such estimates shall be made from previous consumption for a comparable period or by such other method as is determined by the District and its decision shall be final.*

*(Res. 200, March 11, 1982.)*

During a standard quarterly check, the meter at 1020 Venus Way was found to be non-registering, and rebuilt on site. While the Field Staff were performing the repair, the homeowner, Mr. Bledsoe came out of the home to investigate the service. At that time, he made a statement to staff indicating his concern over accruing additional fees.

After Field staff reported the meter as repaired to the Office, an account review was performed to create a bill for the period during which the meter failed to report. As stated in the Administrative Code, staff took an average of the water usage for the preceding 12 months, the same 7-month period in the year prior, and the cost of the basic allocation rate only. After collecting these values, the lower usage amount was determined to be the most fair and accurate for the purposes of retroactive billing. The District will only bill 6 months retroactive, and the values below reflect that period.

*Providing our community with a reliable water system that delivers high quality water for its health and safety needs.*

Average, 12 months preceding:	641.67 cubic feet/month	\$196.35
Average, 1-year previous, same period	633.33 cubic feet/month	\$193.80
Actual Applied, adjusted average	600.00 cubic feet/month	\$183.60
Monthly Charges, 6 months	\$30.50/month	\$183.00

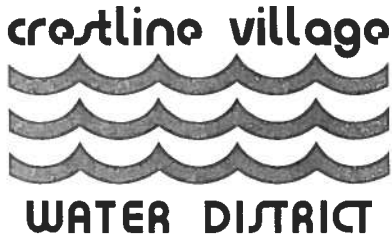
After this information was collected, Office Manager Davis applied a 600ft<sup>3</sup> per month adjustment to the account, drafted a letter to the property owner and included a breakdown of charges. This information was sent to the owner, Mr. Bledsoe, on January 20, 2021.

I received a call from Mr. Bledsoe on February 22, 2021 indicating his disagreement with our calculations and with the adjustment in general. I explained to Mr. Bledsoe that District policy is in place for these situations, and that we attempted to be as fair as possible with him so as not to cause hardship. Mr. Bledsoe did not find this fair, and indicated that there wasn't anyone in the home during that time, and that he could show an electric bill that would indicate similarly.

While sympathetic to his situation, I did explain that a bill from a separate utility would not change my viewpoint, nor modify District policy. As he was searching for answers and solutions, I informed him that his best course of action would be to petition the Board, as I would be following policy in this instance.

Though not pleased, Mr. Bledsoe sent a letter requesting to be added to the Board agenda, a copy of our Administrative Code, contact information for all Board members and a payment arrangement. The District addressed all of his concerns, including placing his account on a payment plan for the charges.

It is therefore the recommendation from staff that the Board accept the proposed charges as provided by Office Manager Davis in the amount of \$183.60.



**BOARD OF DIRECTORS**  
 Connie S. Bracher-Griffin  
 Leslie G. Brister  
 Steven C. Farrelli  
 Cory W. Hubbell  
 Kenneth L. Stone

**GENERAL MANAGER**  
 Jordan W. Dietz

January 20, 2021

Mr. Scott Bledsoe  
 PO Box 4935  
 Crestline CA 92325-4935

Re: Account No. 024-4384-00; 1020 Venus Way  
 Stopped Water Meter, 11/15/2019 through 08/15/2020

Dear Mr. Bledsoe:

While performing routine maintenance during January, the District discovered that the water meter for your account was not registering any water usage. In reviewing the billing history for this account, it was discovered that the meter had stopped registering in June 2020.

Following is Section 3.2.9.3 of the District's Administrative Code, which addresses Non-Registering Meters.

*"If a meter is found to be not registering, the charges for service shall be at the minimum monthly rate or based on the estimated consumption, whichever is greater. Such estimates shall be made from previous consumption for a comparable period or by such other method as is determined by the District and its decision shall be final."*

In evaluating the estimated water usage for the period from 07/02/19 through 06/03/20, the average water consumption for the twelve month period was calculated to be 641.67 cubic feet per month. When reviewing the seven month time period, one year ago the average consumption was calculated to be 633.33 cubic feet per month. See attached spreadsheet.

The water bill for the estimated amount of water used for the period the meter was not registering water consumption is calculated to be **\$183.60**. This amount is based on an average of 600 cubic feet of water per month used over a six month period. This amount of water is billed at the Basic Allocation Rate of \$5.10 per 100 cubic feet. No Excess Consumption Charges were applied.

The billing for **\$183.60** will be included with your next water bill. This amount represents the water usage only and does not include any monthly charges as those have already been billed and paid.

If you have any questions regarding this matter, please do not hesitate to contact me directly or your account representative, Carly Tatum.

Sincerely,

Larrie Ann Davis  
 Office Manager

Enclosure(s)

024-4384-00

Bledsoe, Scott

Water Account No. 024-4384-00

Bill Date	Billed Consumption	Rate Code	Total Dollars
01/07/2021	0	CV Usage 5/8 X 3/4 Inch Meter	0.00
12/07/2020	0	CV Usage 5/8 X 3/4 Inch Meter	0.00
11/04/2020	0	CV Usage 5/8 X 3/4 Inch Meter	0.00
10/05/2020	0	CV Usage 5/8 X 3/4 Inch Meter	0.00
09/03/2020	0	CV Usage 5/8 X 3/4 Inch Meter	0.00
08/04/2020	0	CV Usage 5/8 X 3/4 Inch Meter	0.00
07/07/2020	0	CV Usage 5/8 X 3/4 Inch Meter	0.00
06/03/2020	600	CV Usage 5/8 X 3/4 Inch Meter	25.20
05/06/2020	500	CV Usage 5/8 X 3/4 Inch Meter	21.00
04/03/2020	200	CV Usage 5/8 X 3/4 Inch Meter	8.40
03/04/2020	600	CV Usage 5/8 X 3/4 Inch Meter	25.20
03/04/2020	600	CV Usage 5/8 X 3/4 Inch Meter	25.20
02/06/2020	900	CV Usage 5/8 X 3/4 Inch Meter	37.80
01/10/2020	400	CV Usage 5/8 X 3/4 Inch Meter	16.80
12/06/2019	300	CV Usage 5/8 X 3/4 Inch Meter	12.60
11/06/2019	900	CV Usage 5/8 X 3/4 Inch Meter	37.80
10/02/2019	800	CV Usage 5/8 X 3/4 Inch Meter	33.60
09/04/2019	900	CV Usage 5/8 X 3/4 Inch Meter	37.80
08/02/2019	1000	CV Usage 5/8 X 3/4 Inch Meter	42.00
07/02/2019	800	CV Usage 5/8 X 3/4 Inch Meter	33.60
06/04/2019	600	CV Usage 5/8 X 3/4 Inch Meter	25.20
05/01/2019	300	CV Usage 5/8 X 3/4 Inch Meter	12.60

12 Month Averag  
Jan - July Average

641.6666667  
633.3333333

183.60  
Waters  
1/20/21



Crestline Village Water District, CA

UBPKT02580 - Single Account Adjustment - 024-4384-00

Adjustment Register

Adjustment Detail

Account	Name	Adjustment Code	Date	Adjust Account Balance	Adjust Fee	Adjust Donation	Total Adjust Amount	Deposit Code	Revenue Distribution Amount	Deposit Code	Amount
024-4384-00	Bledsoe, Scott	IADJ	1/28/2021	0.00	0.00	0.00	183.60	100 - Residential Water Sales	183.60		
				<b>Total:</b>	<b>0.00</b>	<b>0.00</b>	<b>183.60</b>				

Reference: MISC-Adjustment  
 User Name: ctatum Create Date: 1/28/2021 2:25:11 PM  
 Note: Stopped meter from 06/2020-01/2021.  
 Average of 600 cu/ft per month.  
 \$5.10 per 100 cu/ft.

Adjustment Code Summary

Adjustment Code	Count	Amount	Revenue Code	Total Distributed	Current Amount	Past Due amount
IADJ - MISC-Adjustment	1	183.60	100 - Residential Water Sales	183.60	183.60	0.00
<b>Total:</b>	<b>1</b>	<b>183.60</b>				

Adjustment Revenue Code Summary

Revenue Code	Total Distributed
100 - Residential Water Sales	183.60
<b>Adjustment Revenue Total:</b>	<b>183.60</b>

General Ledger Distribution

Posting Date: 01/28/2021

Fund:	Account Number	Account Name	Posting Amount	IFT
100 - GENERAL FUND				
	100-120000	ACCOUNTS RECEIVABLE, UTILITY	183.60	
	100-411000	RESIDENTIAL WATER SALES	-183.60	
		<b>100 Total:</b>	<b>0.00</b>	
		<b>Distribution Total:</b>	<b>0.00</b>	

**APPROVED**  
*DAV* 01/29/21  
 Initials / Date

024.4384.00 m

024-4384-00

# Service Order



Crestline Village Water District, CA

Job Date: 11/6/2020 8:00 AM

Job Code: CK FOR STOPPED METER - CHECK FOR STOPPED ME

Group: FIELD SERVICE

Staff: FIRST AVAILABLE

Service Order #: SO22053

Job Action: Miscellaneous

Issued By: JEANENE WEISS

Requested By: Scott Bledsoe

Location: 1020 Venus Way Crestline CA 92325

Account: 024-4384-00 Scott Bledsoe

## Services

Service	Action	Current Meter #	Meter Serial #	R #	Scale	Last Read	Reading <sup>23</sup>	New Meter #	Set Reading
100 - WATER CO	No Action	89667873	89667873	67231630	1	67,900	679		
Meter Location: FR DWY 2'R HSE 7'OS lot 955 tract 1835									
101 - WATER BA	No Action				0	0			

Order Notes: CHECK FOR STOPPED METER.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Completion Notes: REPLACED BROKEN MEASURING CHAMBER.

\_\_\_\_\_  
\_\_\_\_\_

Completion Date: 1/12/21

Worked By: ML/GB

Approved By: \_\_\_\_\_

22-Feb-2021 21:09 From Scott Bledsoe. Phone #9092739277

FaxZero.com

p.1

**Recipient Information**

**To: Crestline Village Water District**  
**Company: Jordan Dietz**  
**Fax #: 19093384080**

**Sender Information**

**From: Scott Bledsoe**  
**Email address: flacan\_2000@yahoo.com (from 35.129.98.49)**  
**Phone #: 9092739277**  
**Sent on: Monday, February 22 2021 at 4:07 PM EST**

**faxZERO.com**  
*send a fax for free*

This fax was sent using the FaxZero.com fax service. Please send your response directly to the sender, not to FaxZero.

FaxZero.com has a zero tolerance policy for abuse and junk faxes. If this fax is spam or abusive, please e-mail support@faxzero.com or send a fax to 855-330-1238, or phone 707-400-6360. Specify fax #28646052. We will add your fax number to the block list.

Scott Bledsoe  
PO Box 4935  
Crestline, CA 92325  
909-273-9277  
flascan\_2000@yahoo.com

Crestline Village Water District  
PO Box 3347  
Crestline, CA 92325

RE: Account # 024-4384-00 1020 Venus Way

Dear CVWD:

This letter is to memorialize my formal dispute under the Fair Debt Collection Practices Act of \$183.60 that was assessed to me due to a broken water meter. The calculation of this debt was not based on actual consumption and I did not use the water "estimated" to have been used while the water meter was broken. My property was unoccupied from May 2020 until November 2020, and then was only occupied for 12 hours per day until the meter was repaired. So your average calculation is not accurate.

I offered to provide my electric bill which would prove that there was very little use of utilities at this property during the months in question, however manager Dietz refused to even look at them.

Look at my monthly consumption after you replaced the meter, it is no where near 600 cubic feet a month.

I dispute the calculation and assessment of this amount as I did not use the water I am being billed for. Per the Fair Debt Collection Practices Act Public Law 111-203 Title X, 124 Stat. 2092 Sections 809 (a) and (b) (15 USC 1692h), I dispute the validity of this amount owed and demand strict proof of the water consumption which relates to 600 cubic feet "estimated" for the months of July 2020 – January 2021. Under this law, you must cease collection of this debt until you can provide proof that I consumed that amount of water.

I demand also to bring my dispute to the Board of Directors and demand the names and contact numbers for each of the board's members.

I also demand to receive access to the entire administrative code which governs the CVWD's operations.

Thank you very much for adhering to the fair debt collection practices act which provides for a \$1,000 penalty for violating its provisions.

Sincerely,

Scott Bledsoe





BOARD OF DIRECTORS  
Connie S. Griffin  
Leslie Brister  
Steven C. Farrell  
Cory Hubbell  
Kenneth L. Stone

GENERAL MANAGER  
Jordan W. Dietz

Hello Mr. Bledsoe,

I am in receipt of your letter, dated 02-22-2021 disputing charges for account 024-4384-00.

To clarify, I never told you that I wouldn't look at your Edison bill, and was attempting to share with you that items such as that bill would be good to bring to the Board when disputing the charges. Please don't misunderstand – my goal is to assist you in your concerns, but a bill from a separate utility agency will not change my position on the charges. It may still have value to the Board, and I encourage you to provide any and all documentation you feel is of importance.

You requested contact information for Board Directors, and any direct communication with them should be sent to our office, which is the registered place of business for each Director. Letters can be sent to Board Directors in care of the District either to our P.O. Box, Fax number or general email address. You are also welcome to call in and leave a message for any Directors you choose. Provided below are the addresses for such communication, and the list of current Directors can be found on our website.

[www.cvwater.com/board2.htm](http://www.cvwater.com/board2.htm)

777 Cottonwood Drive  
P.O. Box 3347  
Crestline, Ca. 92325  
Phone: 909-338-1727  
Fax: 909-338-4080  
[cvwater@cvwater.com](mailto:cvwater@cvwater.com)

Per your request to review charges, the District did such a review before billing, and provided that document to you. If you need an additional copy we would be happy to provide one. This is the same data that we will provide to the Board relating to your dispute.

Per your request for a copy of our Administrative Code, we can make a copy available for pickup at our office, or mail you the document at your preferred email or physical address. Please let me know your preference.

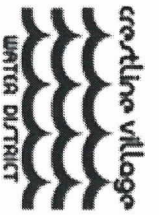
*Providing our community with a reliable water system that delivers high quality water for its health and safety needs.*

Thank you for reaching out. I have added your dispute to the Board Agenda for our next regular meeting of the Board on March 16, 2021 at 3pm. The meeting is held at our District Office, and you are welcome to attend in person or by Zoom. Should you decide to attend in person, please bear in mind that a mask will be required at all times during the meeting. Our agenda for the meeting will be posted on our website on Friday, March 12 after 12:00pm. I can also email a copy to your preferred email address on that same Friday, and copies will be available at the meeting. [www.cvwater.com/AGENDA.htm](http://www.cvwater.com/AGENDA.htm)

Do not hesitate to reach out to any of us here, myself included, should you need anything additional prior to the Board meeting.

Sincerely,

*Jordan W. Dietz*  
General Manager



Crestline Village Water District, CA

UBPKT02687 - Single Account Adjustment - 024-4384-00

Adjustment Register

Adjustment Detail

Account	Name	Adjustment Code	Date	Adjust Account Balance	Adjust Fee	Adjust Donation	Adjustment Amount	Deposit Code	Revenue Distribution	Deposit Code	Amount
024-4384-00	Bledsoe, Scott	REVERSE PENALTY	2/26/2021	0.00	0.00	0.00	-15.00	195 - Penalties			-15.00
Reference: HAD ARRANGEMENT-PUT ON NO CUTS/PENALTIES											
<b>Total:</b>				<b>0.00</b>	<b>0.00</b>	<b>0.00</b>	<b>-15.00</b>				

Adjustment Code Summary

Adjustment Code	Count	Amount	Revenue Code	Total Distributed	Current Amount	Past Due amount
REVERSE PENALTY - REVERSE PENALTY	1	-15.00	195 - Penalties	-15.00	-15.00	0.00
<b>Total:</b>	<b>1</b>	<b>-15.00</b>				

Adjustment Revenue Code Summary

Revenue Code	Total Distributed
195 - Penalties	-15.00
<b>Adjustment Revenue Total:</b>	<b>-15.00</b>

General Ledger Distribution

Posting Date: 02/26/2021

Fund:	Account Number	Account Name	Posting Amount	IFT
100 - GENERAL FUND				
	100-120000	ACCOUNTS RECEIVABLE, UTILITY	-15.00	
	100-423200	SHUT-OFF & TURN-ON CHARGES	15.00	
		<b>100 Total:</b>	<b>0.00</b>	
		<b>Distribution Total:</b>	<b>0.00</b>	

024.4384.00 (ADJ)

**APPROVED**  
*BAW* 3/04/21  
 Initials / Date