



Memo

To: Board of Directors
From: Josselyn Quine
Date: April 10, 2024
Subject: Customer Request – Ute Ach; 077-0627-00

On January 16, 2024, this account came up on the leak report. It was decided to shut off the meter and hang a notice stating the water had been shut off. This decision was made because the mailing address for this customer was an address off the mountain, usually meaning they are not full-time residents. We also called Ms. Ach and left a voicemail with our findings and actions. A service order was made. When the serviceman came back to the office, he stated the meter was running at 0.069 cubic feet per minute which calculates to being 0.51 gallons per minute.

Ms. Ach had Bobby Moise with ServiceMasters check around the house for any signs of a leak. We received a call stating there was no evidence of water in or around the home. During the 4 days of this leak, just under 500 cubic feet of water registered. Totalling a bill of \$60.80.

An appointment was made for January 25, 2024, to meet with the homeowner and plumber at the property. When the water was turned back on, no flow rate was detected.

On January 29, 2024, we received 2 invoices. One from ServiceMaster in the amount of \$675 and the other from Craig Plumbing in the amount of \$385.

On January 30, 2024, Manager Quine spoke to Bobby Moise. The conversation was about how much water went through the meter and Bobby telling me there was a problem with the meter and it needed to be changed out. It was reported back to Ms. Ach that her account would be credited and corrected when that was not at all discussed in our conversation.

The 10% reduction of water consumption and the contact information for ServLine were offered.

The meter was tested on April 9, 2024, and the results came back with a 99% success

rate, meaning that of all the water that flowed through the meter, 99% of it registered. The meters are designed to break in the favor of the customer. The 1% of water flowing through the meter not being detected means 1% of the water was not being charged to the customer.

AclaraONE / MDM / Customers / Account Search / Account Detail >

Account Detail - 77062700

Customer Name Ute Ach Address 24915 Valle Dr, Crestline, CA, 92325

Customer Info ()

Consumption (Water) ()

Events ()

Date Range

📅 01/01/2024 to 02/10/2024

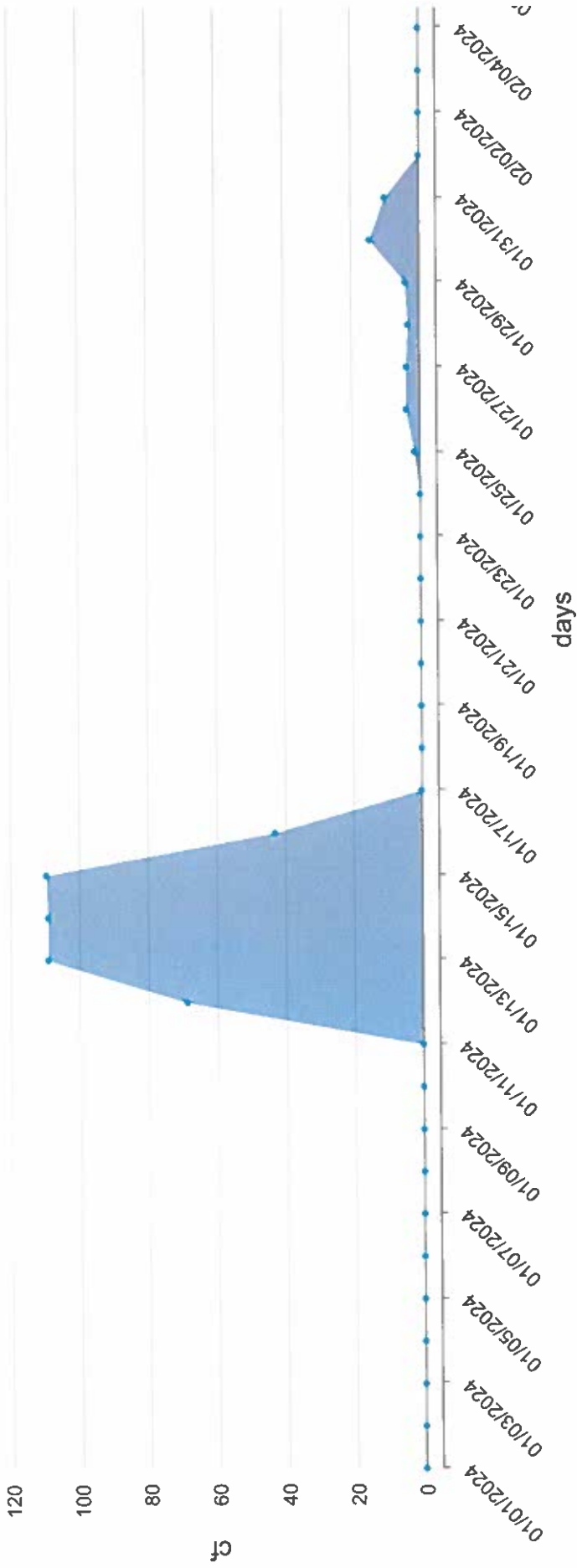
Device

Meter: 89667045, Port: 1

Interval

Daily

Customer Consumption for Water Meter: 896667045, Port: 1



CSV

Read Date ↓ Consumption (cf) ::

Read Date ↓	Consumption (cf) ::
02/10/2024	0
02/09/2024	0
02/08/2024	0
02/07/2024	0
02/06/2024	0
02/05/2024	0
02/04/2024	0
02/03/2024	0

Read Date ↓ Account Search :: Consumption (cf) ::

02/02/2024	0
02/01/2024	0
01/31/2024	9.87
01/30/2024	14.4
01/29/2024	3.93
01/28/2024	3.24
01/27/2024	3.78
01/26/2024	3.86
01/25/2024	1.6
01/24/2024	0
01/23/2024	0
01/22/2024	0
01/21/2024	0.01
01/20/2024	0
01/19/2024	0
01/18/2024	0
01/17/2024	0.21
01/16/2024	42.89
01/15/2024	109.25
01/14/2024	108.8
01/13/2024	108.78
01/12/2024	68.4
01/11/2024	0
01/10/2024	0

Read Date ↓	Consumption (cf) ::
01/09/2024	0
01/08/2024	0
01/07/2024	0
01/06/2024	0
01/05/2024	0
01/04/2024	0
01/03/2024	0
01/02/2024	0
01/01/2024	0



Crestline Village Water District, CA

Service Order

Completed

Job Date: 1/16/2024 08:00 AM
Job Code: MISCELLANEOUS - MISCELLANEOUS
Group: FIELD SERVICE
Staff: JAMES HINTON

Service Order #: SO34381
Job Action: Miscellaneous
Issued By: DAWN RENICK
Requested By: Ute Ach

Location: 24915 Valle Dr Crestline CA 92325
Account: 077-0627-00 Ute Ach

Services

Service	Action	Current Meter #	Meter Serial #	R #	Scale	Last Read	Reading	New Meter #	Set Reading
100 -WATER CO...	No Action	89667045	89667045	66103310	1	30200	30200		
Meter Location: DUAL ON FAUL BTW 24898-24900 lot 70 tract 3222									
101 -WATER BA...	No Action								
600 -ServLINE	No Action								

Order Notes: PLS S/O AND HANG NOTICE - LOOKS LIKE SOMETHING BROKE AND CUST LIVES DTH

Completion Notes: S/O AMS - FEED RATE WAS .069 - H/N
1/16/24 - JH - 9:20 AM

Completion Date: _____

Worked By: _____

Approved By: _____

77-0627

To: Crestline Village After District

1-28-24

Called CM
1/30/24 explain.
Toilet issue.
11:42am
951.367.5288

SUMMARY Report

CUSTOMER: Ute Ach
 ACCT No.: 077-0627-00
 Service Address: 24915 Valle Drive
 Crestline, CA. 92325
 CELL #: 714.269.7558

77-0627

Date	description	remarks
12-21-23 THU	Left House AM	Note: Lowered Heating Temp/Locked up for a Stay @ BayArea
01-16-24 TUE	Received AM Call from CVWD	Noting: as of today water is Shut-Off due to Major Water LEAK
01-17-24 WED	ServiceMasters at House Inspection test	Result: NO interior Water Damage using testing equipment etc.
01-17-24 WED	ServiceMasters Inspection of Premises	Result: NO visible runoff seen/witnessed, recommended further test such as Water Leak Detection to be performed.
01-18-24 THU	Emergency Return from BayArea to House	Result: Confirming of ServiceMasters Findings of the interior and Exterior Premises performed on Jan.17 (day before) Note: Left my House due to NO water - to an Alternative Place to Stay until the issue is resolved ill
01-20-24 SAT	Meeting with ServiceMasters	Result: To Set-up a "WaterLeak Detection" Appointment.
01-23-24 TUE	WaterLeak Detection at 3:00PM	Result: Cancelled due to an Emergency by Certified Plumber. Rescheduled for Jan.25 THU at 1PM.
01-25-24 THU	WaterLeak Detection at 1:00PM	Result: Craig Plumbing -Garrett to met with CVWD representative -Justin and Myself (HomeOwner). Water was Turned on - Meter Showing NO Movement which indicates NO LEAK ! - Confirmed By CVWD "Justin" with Hearing Equipment and also Confirmed By Craig Plumbing "Garrett" with SONAR Equipment. NOTE: This was also confirmed by Craig Plumbing -Garrett by visiting inside the House Testing with Sonar detection Equipment on Water Incoming Pipes, Ball-Valves and Pressurized Valve.

77-0027

INVOICE

Craig Plumbing
1234567890
Nevada CA 92500
United States
Tax Reg. No.: LIC#12374710

Garrett Craig
9514109946
craigplumbing22@icloud.com

BILL TO
Service Master

Invoice No.: 105
Issue date: 1/25/2024
Due date: 1/25/2024

Reference: 24918 VALLE DR CRESTLINE CA 92325
Payment method: Transfer

DESCRIPTION	QUANTITY	UNIT PRICE (\$)	AMOUNT (\$)
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Leak detection	1	385.00	385.00
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upon arrival found water meter off at st. water company restored water for leak detection to be completed. once water was restored to property we found no movement at meter allowing water to flow at meter to house at house at cold water inlet located in garage we performed electronic leak detection and found no movement of water. we then had water company perform leak detection on the water service entering property at meter and found no water movement.

we believe that the digital water meter had an error and misread giving the impression of a large water leak.

at this time we have no water leaks on hot or cold pressurized system form meter to house

TOTAL (USD): \$385.00
TOTAL DUE (USD) \$385.00

77-0627

Invoice

Customer Information

Name: Uta Ach
 Address: 24915 Valle Dr
 City: Crestline State: CA Zip Code: 92325
 Day Phone: _____ Evening Phone: _____
 Attn: _____



9960 Indiana Ave # 11
 Riverside, CA 92503
 Office: 951) 509-0340
 Fax: 951) 509-0330
 License # 858819

Project Information

Project Description

Perform Leak Detection and Moisture Check

Work Order Information

Customer ID: _____
 Invoice No: _____
 Date: _____
 Project Mgr: _____
 Start Date: _____
 End Date: _____

Labor

ID	Description	Unit Price	Subtotal
	Perform Leak Detection and look for evidence of water damage tough out the exterior and interior of the house		
	results are NO VISIBLE water damage anywhere in the property		
	Plumbing company was dispatch to perform sonar leak detection at the same time the Water Copmany was		
	dispatched to turn water meter on.		
	results: No leaks of pin holes leaks anywhere in the system.		
	RECOMMANDATION:		
	a. Remove and Replace faulty meter		
Total Invoice			\$675.00

Thank You for your business consideration!

1-20-24

TO: CRESTLINE VILLAGE WATER DISTRICT

077-0627

U.Ach - 24915 Valle Drive, Crestline CA 92325

Crestline Village Water District

c/o Josselyn Quine, Office Manager

777 Cottonwood Drive

Crestline, CA 92325



Completed

Job Date: 1/25/2024 01:00 PM
Job Code: MISCELLANEOUS - MISCELLANEOUS
Group:
Staff: JUSTIN ANDERSON

Service Order #: SO34464
Job Action: Miscellaneous
Issued By: TIFFANY GONZALEZ
Requested By: Ute Ach

Location: 24915 Valle Dr Crestline CA 92325

Account: 077-0627-00 Ute Ach

Services

Service	Action	Current Meter #	Meter Serial #	R #	Scale	Last Read	Reading	New Meter #	Set Reading
100 -WATER CO	No Action	89667045	89667045	66103310	1	30200	_____	_____	_____
Meter Location: DUAL ON FAUL BTW 24898-24900 lot 70 tract 3222									
101 -WATER BAS	No Action						_____	_____	_____
600 -ServLINE	No Action						_____	_____	_____

Order Notes: PLEASE MEET W/CONTRACTOR BOBBY MOIST 951-367-5288 TO TURN ON WATER TO FIND THE LEAK - THANK

Completion Notes: MET W/CUSTOMER + CONTRACTOR - T/O AMS - METER SHOWED 0 FEED RATE - NO LEAK WAS FOUND - LISTENED ON AMS AND NOTHING WAS HEARD - 1-25-2024 - 1:06 - 1:50PM JA

Completion Date: _____

Worked By: _____

Approved By: _____

077-0627

From: bobby@servicemasterplus.com
Subject: Crestline Village Water District
re: Ute Ach – Service Address 24915 Valle Drive, Crestline CA 92325
Water Line LEAK Investigation - Communication on Monday 1-29-24
Date: Jan 29, 2024 at 3:55:36 PM
To: Ute Ach achachach@yahoo.com

Dear Ute Ach:

Below is my Report of communication with the Crestline Village Water District on January 29, 2024.

This is Today's Result of my conversation with the CVWD Manager regarding the Water Leak Investigation, Results and Recommendations to solve the Problem of your Home/Property.

- 1) It was agreed by the CVWD Manager to replace the Meter Sensor Unit. As of Today, a Work Order will be issued to replace the Existing with a NEW Meter Sensor Unit. This will be completed in the next two days.
- 2) Your Water Bill showing the unexplained absorbent amount of Water Usage - will be Credited to Your account !
- 3) Regarding the two submitted Invoices to CVWD via Email on 1-27-24, supporting Investigations of Professional Services and Equipment conducted on Tue 1-17-24 and Thu 1-25-24:
 - Invoice from MasterServices of \$675
 - Invoice from Craig Plumbing of \$385The Response: NO Payment of these Invoices to come from CVWD !

Respectfully submitted by,

Bobby Moise, Manager
ServiceMaster
9960 Indiana Ave. Unit 11
Riverside CA 92503
Office: **951-509-0340**

Re: Crestline Village Water District Invoice# 01192024UB077062700 Notification

From: ute ach (achachach@yahoo.com)

077-0627

To: jmquine@cvwater.com

Cc: bobby@servicemasterplus.com

Bcc: achachach@yahoo.com

Date: Saturday, February 24, 2024, 10:59 PM PST

Good Morning Josselyn Quine (Office Manager):

I have received your email dated 2-16-24.

You mentioned that 743.04 Gallons had been reported via Meter to have been in question.

Q: What is the Dollar amount of these 743.04 ?

>

You also mention of having come to "A Conclusion" regarding my toilet flapper remained open thus causing running of the 743.04 Gallons of water... That Conclusion is NOT conclusive!

My 2 toilets had NO water inlet capability since they have been turned off from the water supply located at back of both Toilets. So the Flapper Theory is not Valid here.

>

Which brings me to questioning the meeting per phone You had with "Bobby Moise" Service Master on Jan. 29, 2024. This was right after the findings of NO Broken Pipes (outside and inside my home) - and only one exterior water hose bib that also was turned off inside my garage with a Shut Off Ball Valve!

>

Note: Attached is an email from Mr. Bobby Moise, Manager of Service Master reporting the conversation he had with You Josselyn, regarding his Professional findings including the hired Certified Plumbers confirmed findings of same.

>>> It clearly states that an agreement by You Josselyn Quine was reached:

1) A NEW Water Meter was to be installed within a couple of days.

2) The Water Bill showing faulty, incorrect water-use reading, would be credited back to My account!

It now shows a "redacted" Agreement regarding the Meter Changeout for New - since existing Unit has shown to be unreliable.

>

I have ACCRUED costs of hiring Professionals to bring clarity to this situation!

I do NOT trust the original Water reading Meter for my house - and without the conclusion and agreement to change out this unit for a NEW, My Life will be in fear of another such faulty reading at a later time !!!

The Agreement was made, Backed by Mr. Moise.

Respectfully submitted by,

Ute Ach



77-0427

CRESTLINE VILLAGE WATER DISTRICT
P.O. BOX 3347 • 777 COTTONWOOD DRIVE • CRESTLINE, CA 92325

CALL (909) 338-1727

Service name and address: Ute Ach, 24915 Valle Dr
Account number: 077-0627-00
Date bill prepared: 01/20/23
Handwritten: PAID 2-10-23, CK# 4091, \$30.40

Meter readings in cubic feet (CF)			Usage comparison:	Current	Last Year
Previous	Present	Water Usage	Cubic feet used	100	200
1600	27700	100	Daily average	3.23	6.45

Amount and date of last payment: (\$25.00) received on 01/13/23

Charges

Previous Balance due from 12/20		\$0.80
New Charges -	31 day billing period	
Monthly Charge	12/15 to 01/15	\$32.50
Basic Allocation Chg	100 @ \$0.51	\$5.10
Excess Consumption	0 @ \$0.765	\$0.00
Total Current Charges		\$37.60

Total amount due by 02/15/23 \$38.40

To assure uninterrupted service, payment must be in our hands by 02/15/23

Ute Ach 077-0627-00 24915 Valle Dr

Messages:

- Track your expenses...
- Clothing Food Transportation TAX DEDUCTIBLE ITEM
- Credit Card Utilities Mortgage
- Entertainment Insurance Other: _____

4091

Handwritten: CK# THIRTY-EIGHT - END 40/100

Handwritten: PAID 2-15-23

BALANCE FORWARD	
THIS ITEM	30.40
BALANCE	
DEPOSIT	
OTHER	
BALANCE FORWARD	

For added security, your name and account number do not appear on this copy.

NOT NEGOTIABLE

I ALSO LEFT MY HOUSE FOR X-MAS 2022 TRAVELING TO MY SON'S PLACE (RAY AREA) - JUST SAME AS X-MAS 2023 😊

RESTLINE VILLAGE WATER DISTRICT
 O. BOX 3347 • 777 COTTONWOOD DRIVE • CRESTLINE, CA 92325

Account Number: 077-0627-00 Please pay this amount: \$60.80
 24915 Valle Dr Payment due by: 02/15/24



18 2262 **AUTO**MIXED AADC 923
 Ute Ach
 220 Newport Center Dr Ste 11
 Newport Beach, CA 92660-7557



CHK # 5018 ENCLOSED.

Bill should BE:

\$40.00
 OR A BIT
 more.

(↓
 MAKES MORE
 SENSE)

Payment Stub:
 Please return this
 stub with your check
 payable to:
 Crestline Village
 Water District.

Please make mailing
 address changes as
 necessary and write
 the account number
 on your check.

77-0627

RESTLINE VILLAGE WATER DISTRICT (Detach Here)
 O. BOX 3347 • 777 COTTONWOOD DRIVE • CRESTLINE, CA 92325

Billing or service questions,
 CALL (909) 338-1727

Service name and address: Ute Ach, 24915 Valle Dr
 Account number: 077-0627-00
 Date bill prepared: 01/19/24

Meter readings in cubic feet (CF)			Usage comparison:	Current	Last Year
Previous	Present	Water Usage	Cubic feet used	500	100
29700	30200	500	Daily average	16.13	3.23

Amount and date of last payment: (\$45.50) received on 01/15/24

Charges

Previous Balance due from 12/21	\$0.00
New Charges - 31 day billing period	
Monthly Charge 12/15 to 01/15	\$33.50
Basic Allocation Chg 500 @ \$.051	\$25.50 → ?
Excess Consumption 0 @ \$.0765	\$0.00
ServLINE INSURANCE ?	\$1.80
Total Current Charges	\$60.80

Total amount due by 02/15/24 \$60.80

To assure uninterrupted service, payment must be in our hands by: 02/15/24

Ute Ach 077-0627-00 24915 Valle Dr

Messages:

WINTER IS HERE! Please protect your property and loss of water by shutting off the water at your OWN shut-off valve when you leave the premises. To make a payment by phone, call 1-866-688-0254
 E-mail: cvwater@cvwater.com Website: www.cvwater.com

*SEE ENCLOSES

+ SEE LAST YR '22

LEFT HOUSE 12-21-22
 (NO BODY USING WATER)

ONLY USED = 100 @ \$.051 = \$5.10

Josselyn Quine

From: Josselyn Quine
Sent: Thursday, March 07, 2024 4:28 PM
To: ute ach
Subject: RE: Crestline Village Water District Invoice# 01192024UB077062700 Notification

Good morning,

I have looked through the email and attachments you sent over. There was never any agreement made with Bobby Moise. I did not say I would be crediting your account for the "unexplained absorbent" amount of water or replacing the "Meter Sensor Unit". Our responsibility as a water company is to provide water to homes. Where the water goes after the meter is the responsibility of the homeowner. Your meter is not broken; it is not faulty and, like I stated before, the meter will only break in favor of the customer. If anything, the meter won't reflect the water being used, meaning you are not being charged for the water used.

Me giving a suggestion of the toilet running is just that, a suggestion. Nothing tells us where the water goes, we don't get a map of where the water travels within your home. We are only informed of water being used. When we noticed water was running at your house, we shut off the water as a courtesy. That stopped the water from flowing and registering through your meter. There was water running through the meter when my serviceman shut off the meter. The component in the meter stopped registering flow once he turned it off.

The 743.04 gallons of water for one day is just under the 100 cubic feet. Our billing charges are as follows:

\$33.50 - Monthly Base Charge
\$5.10 - Per 100 Cubic Feet of Water - Basic Allocation
\$1.80 - ServLINE

100 cubic feet = 748 Gallons

You were charged for 500 cubic feet resulting in an allocation charge of \$25.50.

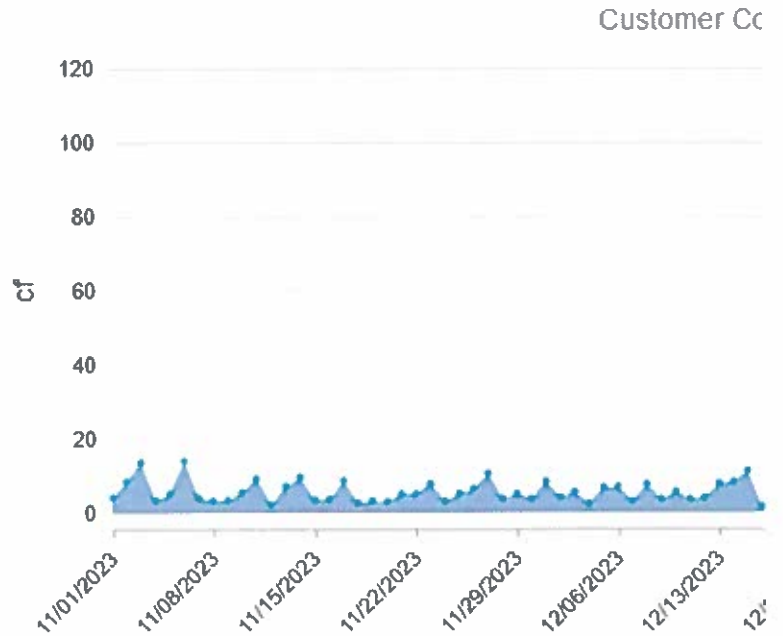
Your last payment, you wrote on the stub itself that you were sending in a payment of \$40.00 which is "what the bill should be or a bit more". Your bill was \$15.30 more than your previous month.

This is a graph of your water usage. The leak immediately stopped when we shut the water off.

Date Range
 11/01/2023 to 03/07/2024

Device
 Meter: 89667045, Port: 1

Interval
 Daily



Josselyn Quine
 Office Manager
 909-338-1727
 jmquine@cvwater.com



From: ute ach <achachach@yahoo.com>
Sent: Saturday, February 24, 2024 10:59 PM
To: Josselyn Quine <jmquine@cvwater.com>
Cc: Bobby <bobby@servicemasteraplus.com>
Subject: Re: Crestline Village Water District Invoice# 01192024UB077062700 Notification

Good Morning Josselyn Quine (Office Manager):
 I have received your email dated 2-16-24.
 You mentioned that 743.04 Gallons had been reported via Meter to have been in question.
 Q: What is the Dollar amount of these 743.04 ?
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 You also mention of having come to "A Conclusion" regarding my toilet flapper remained open thus causing running of the 743.04 Gallons of water... That Conclusion is NOT conclusive !

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I have ACCRUED costs of hiring Professionals to bring clarity to this situation!

I do NOT trust the original Water reading Meter for my house - and without the conclusion and agreement to change out this unit for a NEW, My Life will be in fear of another such faulty reading at a later time !!!

The Agreement was made, Backed by Mr. Moise.

Respectfully submitted by,

Ute Ach

On Friday, February 16, 2024, 08:33:48 AM PST, Josselyn Quine <jmquine@cvwater.com> wrote:

Good morning,

We have looked at your meter and your meter is in good working condition. When a meter stops working it is designed to break in the favor of the customer. Meaning it will allow you to use water without the meter telling us that you are using water, essentially you would be receiving free water.

When we first noticed the leak, your meter was running at 0.069 cubic feet per minute which is 0.516 gallons per minute. That equals out to 743.04 gallons a day. (That is when we shut the water off and notified you of the issue.) After speaking with the serviceman, with no proof of any broken pipes, the conclusion is that your toilet flapper remained open until we shut the water off, stopping the flow of water. Once the flow of water stopped, the flapper was able to fall and reseal. That is the reason for the leak not continuing when the water was turned back on, the flapper resealed. I would suggest to change the flapper in your toilets. A toilet flapper is under \$10 at the hardware store.

Regarding the adjustment to your account for this leak. When I spoke to Bobbie there was no mention of this adjustment but we can do 2 things. I can provide a one-time 10% reduction on consumption which would be \$2.55 or you can try to call 866-737-6840 and speak to a ServLINE representative. You have a leak protection policy on your account, the \$1.80 that is on your bill each month. They can provide a refund for the leak based on your previous 6 months history. They get an average of the 6 months to determine the amount you would receive. They will reach out to us to obtain your billing history, make their determination, and they will send us a check to apply to your account. They will send us payment at the beginning of the month.

I hope this helps! Please let me know if you would like the 10% reduction on consumption and I would be happy to apply it to your account.

Josselyn Quine

Office Manager

909-338-1727

jmquine@cvwater.com



From: ute ach <achachach@yahoo.com>
Sent: Thursday, February 15, 2024 3:52 PM
To: CVWater <cvwater@cvwater.com>
Subject: Re: Crestline Village Water District Invoice# 01192024UB077062700 Notification

What about the reversing the water charges, as you claimed to:

Bobby Moise, Manager, ServiceMaster the company I hired ...

Please show me where the bill was reduced -

I have not received any documentation regarding this from You.

Thanks,

Ute Ach

On Thursday, February 15, 2024, 01:34:49 AM PST, Crestline Village Water District <no-reply@invoicecloud.net> wrote:



You have a new invoice from Crestline Village Water District!

[View Invoice or Pay Now](#)

[Want to be reminded later? Click here](#)

Dear Ute Ach

Account Information

FINAL NOTICE

Your payment has not been received and this invoice is still pending. If you have already paid this invoice, please disregard this email.

This is the last email notice that you will receive regarding making an on-time payment. Your invoice is available to view and pay online

It is very easy to access your invoice, just click on the **View Invoice or Pay Now** button or log on to our Customer Portal at <https://www.invoicecloud.com/CrestlineVillageWaterDistrict>.

If you have any questions regarding your account, please email us today at cvwater@cvwater.com and include your account number, first name and last name on the account.

Thank you for your payment. We at Crestline Village Water District appreciate your timeliness.

Account Number:
077062700

Invoice Number:
01192024UB077062700

Invoice Due Date:
2/15/2024

Balance Due:
\$20.80



Completed

Job Date: 4/9/2024 08:00 AM
Job Code: MISCELLANEOUS - MISCELLANEOUS
Group: FIELD SERVICE
Staff: JOSEPH NICHOLSON

Service Order #: SO35065
Job Action: Miscellaneous
Issued By: JOSSELYN QUINE
Requested By: Ute Ach

Location: 24915 Valle Dr Crestline CA 92325
Account: 077-0627-00 Ute Ach

Services

Service	Action	Current Meter #	Meter Serial #	R #	Scale	Last Read	Reading	New Meter #	Set Reading
100 -WATER CO	No Action	89667045	89667045	66103310	1	30300	30300		
Meter Location: DUAL ON FAUL BTW 24898-24900 lot 70 tract 3222									
101 -WATER BAS	No Action								
600 -ServLINE	No Action								

Order Notes: PLEASE PULL METER FOR BENCH TESTING

Completion Notes: PULLED METER FOR BECH TEST. TEST RESULT IS 99%
JN 2:00PM

Completion Date:

Worked By:

Approved By:
