



## *Memo*

To: Board of Directors  
From: Jeanene Weiss  
Date: October 15, 2021  
Subject: Delinquent Accounts Due to COVID-19

At the July 2021 Board Meeting, the Board requested a letter with assistance options be sent to all customers with arrearage amounts in excess of \$200.00. This letter was mailed to both landlords and tenants. Staff received some positive feedback from customers, however the District has not received any payments promised by these programs offering assistance to date.

Customers requesting to dispute late charges with the Board were advised that they may need to provide the Board with proof that they applied for and were denied funds with the programs listed on the letter.

Two customers have asked to appear before the Board and are disputing late fees on their accounts. The first customer on the agenda, Zia Faruqui (Account No. 055-6701-00) has a balance of \$3,194.57 of which \$1,411.50 is for penalties. Since March 2020, there have been 2 payments totaling \$219.10 on the account. The second customer is a landlord, Michael Morgan (Tenant Account No. 014-8018-19). Mr. Morgan's tenant has a balance of \$2,267.44 of which \$565.85 is for penalties. Since March 2020, the tenant has made 4 payments. Mr. Morgan has agreed to a payment arrangement of \$75 plus current charges to be made each month starting this past July in order to avoid accruing any further penalties on the account.

Both customers were given a one-time courtesy past due penalty adjustment. All parties listed have current mailing addresses and have been receiving their bills as well as landlord copy bills. These properties have also received a hang notice each month which does show the account balance and fee assessed. Staff recommends upholding District policy, however Staff does recognize the extraordinary hardship COVID-19 has placed on everyone. Staff recommends the Board consider waiving 25% of the past due penalties if the customer pays the account in full within 7 days. This would offer customers an incentive to pay off their balances and assist the District in collecting these large outstanding balances as quickly as possible. Staff also recommends that if the Board elects to make such an offer to these two customers that it will be offered to all customers with large account balances due to COVID-19.

055-6701  
Zia & Heather Perugi  
24180 Cresta Drive  
Crestline  
CA 92325.

29<sup>th</sup> June 2021

Ref:- Acc. No 055-6701-00

Dear Larré,

I am writing to you, to see if it is possible to do anything about the late charges which have become a large part of the debt we owe you.

I understand you may be able to bring this matter to the board of Directors for their consideration.

Covid 19 hit our household financially and I was unaware how large the late fees were, as I did not look at the bills due to stress.

055-6701.00

I am happy to make an arrangement with you as discussed by paying our bill on time, and paying \$50 per month towards the arrears. But the arrears are largely late fees which have compounded the whole debt. Hopefully you may be able to help us reduce this.

Yours sincerely

Zia & Hafsa Faruqi

Larrie Davis

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**From:** Seehomestoday <seehomestoday@aol.com>  
**Sent:** Monday, July 19, 2021 10:27 AM  
**To:** ladavis@cwwater.com  
**Subject:** 536 Woodsey, Crestline water bill

Hi Lauri,

My name is Michael Morgan the owner of 536 Woodsey Road. I have talked to Dawn and she gave me your email to put in writing a request to waive late fees on Kimberly Hinkle's water bill. She hasn't been able to afford the bill because of financial problems due to the pandemic. I have thousands owed to me for past rent and can't do anything to evict her. Please allow me to pay her current bill by phone auto pay and waive the late fees. I know she had arrangements and has not complied but she has had setbacks financially. Dawn can go over this with you. I am hoping that the late fees can be forgiven. I will pay the current monthly bills and hope she can get back on her feet asap. I am just a small mom and pop landlord and have my hands tied with not being able to evict and getting piled on with huge late fees from the water bills. I pray that you can help me.

Thanks in advance for your help.

Michael Morgan