



BOARD OF DIRECTORS
Connie S. Bracher
Leslie Brister
Steven C. Farrell
Kenneth L. Stone

GENERAL MANAGER
Alan E. Clanin

To: Board of Directors
From: Jordan Dietz, Assistant General Manager
Date: November 10, 2020
Subject: Customer Dispute, Villaescusa

On Friday, September 11th in the late afternoon, our office received a call from Andrew Villaescusa regarding his property at 23875 Lake Drive. He requested a shutoff due to a leaking pipe on his property, and was informed that staff were preparing to leave for the day, and he would incur an after-hours service charge to have them come out. He did not want to add cost to the issue, and decided against having a serviceman close the angled meter stop (AMS).

On the morning of Monday, September 14th, a tenant at the Lake Drive property called in to request a serviceman, claiming that there was no water. Staff responded, finding that the AMS had frozen in a closed position. Steve spoke with Mr. Villaescusa and explained the repair options. In an effort to help, Steve chose the least expensive repair option, consisting of only replacing the AMS.

Shortly after the repair was completed and billed to Mr. Villaescusa, he reached out to speak with Steve about being charged for the repair. Steve returned two phone calls and left messages, but never was able to speak with Mr. Villaescusa. In his recent contact via email, Mr. Villaescusa claims that he attempted contact at the office, however staff have no record of this. Thereafter, Mr. Villaescusa sent an email to Larrie, requesting contact. Alan returned that email with a call, and had a very polite conversation. It was at this time that he was given the option to address the Board for resolution.

Mr. Villaescusa was informed that District policy clearly prohibits customers from operating the AMS, which he had admitted and defended doing himself on multiple occasions. He is disputing the \$360.04 charge for the repair.

Despite his calm demeanor and clearly-stated opinion, Mr. Villaescusa admitted to operating a District-owned AMS on multiple occasions, the last of which resulted in failure.

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

LEFT BLANK INTENTIONALLY

From: Andrew Villaescusa <aplusandy@hotmail.com>
Sent: Monday, November 02, 2020 2:41 PM
To: cvwater@cvwater.com
Subject: Request to address the board
Attachments: reference (1).docx

November 1, 2020

To: Crestline Village Water District
PO Box 3347 777 Cottonwood Dr.
Crestline CA 92325

To Whom it May Concern:

As per my conversation with Alan Clanin, I am requesting to be added to the calendar for the next meeting to address the Board of Directors to discuss a repair bill I received for account #034-0638-00 located at 23875 Lake Dr. in Crestline.

Late Friday afternoon of September 11th, 2020 there was water flowing from a broken valve on my property (my Ball Valve) at the above address. I notified the Crestline Village Water District office and was informed that there was no one available to assist with this leak until Monday. Water district employees were on site on Monday and the valve was replaced on Tuesday.

I received a bill in the amount of \$360.04 stating that I had broken the valve.

I am respectfully refuting the \$360.04 bill due to the fact that the valve was frozen or seized. In which case, I did not play a part in its demise as this is a fairly common occurrence when valves are not exercised or used frequently, they will often freeze up from lack of use. Please refer to attachment for additional references.

I emailed Larrie- see below email sent on 9/30- however never received a response.

Larrie,

I have reached out to your office on two separate occasions but have not been able to connect with you. It was suggested that I email you.

Recently your maintenance crew came to my property to replace a defective valve that would not operate correctly. I have had problems with this valve over the last twenty years. When it was installed initially it was cocked over to one side not allowing a water key to properly open and close it. Many years ago I made a request to realign it but that was overlooked. This time it appears to have frozen semi closed. I realize that it's your valve and have installed a ball valve on my side of the meter to expedite my own repairs. In addition to working for the state of California for 15 yrs. on irrigation systems I have been licensed by the State for the last 25 yrs. to preform irrigation services such as replacing and installing backflows, valves, irrigation systems, repairing pipe etc. I do not accept your departments bill for replacement of a valve that has malfunctioned on its own. Please look into this matter and adjust accordingly.- A.V.

I continued to contact the water department over several weeks to resolve this issue and left several messages.

I tried going in person to speak to someone, however the doors were locked, and the office closed to the public due to Covid.

I finally received a call from Alan Clanin on 10/26/20 and also received a letter in the mail just prior to the call. Per the phone discussion with Mr. Clanin, I realized we were at an impasse and my only option at this time is to appeal to the board of directors for remediation.

Please forward this to all members of the Board of Directors for the Crestline Village Water District.

I appreciate your prompt response in this matter.
Please contact me to advise on next steps.

Respectfully,
Andrew Villaescusa

(909) 553-8407

<https://www.rutlandwaterworks.com/>

Helpful Tips

Master Shut-Off Valve Location

IN THE EVENT OF AN EMERGENCY, EVERYONE NEEDS TO KNOW THE LOCATION OF THE MASTER WATER SHUT-OFF

VALVE. This valve is usually located where your water service enters the home, next to or near your water meter. The water meter is usually located at the point where the water pipe comes through the foundation, usually in the basement, under the foyer or utility room. These valves should be operated at least once a year by turning them off and on to ensure they are working properly. **When a valve is not operated and exercised, it can get stuck or break off when trying to open or close it in an emergency.**

<https://bellevuewa.gov/>

- [How to Turn Off Your Water](#)

How to Turn Off Your Water

Crestline Village Water District
Bill to Customer 9/15/2020

Account No: 034-0638-00 23875 Lake Drive
Work Order: 20890 Shannon Bizzy-Tenant

	<u>Materials</u>	<u>Labor</u>	<u>Total</u>
Cost	60.26	139.71	199.97
Asphalt - 1 Ton			
Meter			-
Overhead %	25%	68%	
Overhead	15.07	95.00	110.07
Total Material & Labor	<u>75.33</u>	<u>234.71</u>	<u>310.04</u>

Equipment:	<u>Rate</u>	<u>Hours</u>	
Service Truck #3	25.00	2.00	50.00
Air Compressor	38.00		-
Dump Truck - Freightline	43.00		-
JD 310 Backhoe	52.00		-
Water Truck	35.00		-
CO2 Freeze Kit	25.00		-
Total Equipment			<u>50.00</u>

Charges Already Paid

Total Billable Charges

360.04 *upawo*

Transaction View



Close Form Print Screen Help Actions ▾



GL Transaction: 100-542500

Process 200923 PR
Packet GLPKT03969 - Payroll Process
Source Packet PYPKT00199 - 200923 PR

Details

Account 100-542500
Name MAINT & REPAIRS TO SERVICES
Description PYPKT00199 - 200923 PR - Pay 9/23/2020
Amount \$139.71
Post Date 9/23/2020 12:00:00 AM
Module Payroll
Distribution Type PYPayroll
Source Transaction PYPKT00199 - 200923 PR: 9/3/2020-9/16/2020
Adjusting Entry
Interfund Transfer

Cash Transaction

Transaction Type None
Transaction Number

GL Transaction: 100-542500

Process Disburse Inventory - 9/22/2020
Packet GLPKT04005 - Disbursement Process
Source Packet IN00731 - Auto Process - Inventory Disbursement

Details

Account 100-542500
Name MAINT & REPAIRS TO SERVICES
Description INDT00332 - replace ams. (BTC) 23875 lake dr
Amount 560.26
Post Date 9/22/2020 12:00:00 AM
Module Inventory
Distribution Type INDisbursement
Source Transaction Transaction - INDT00332 ; Item - 03-230
Adjusting Entry
Interfund Transfer

Cash Transaction

Transaction Type None
Transaction Number

034-0638.00

WORK ORDER NO: 20890

JOB: RePlace AMS 23875 Lake Dr.

DATE: 9-15-20

			<u>HOURS</u>
Air Compressor/Jackhammer		38.00	
Arc Welder		25.00	
Asphalt Grinder		62.00	
Asphalt Roller - 6 ton		27.00	
1845 Skid Steer		25.00	
Chipper		37.00	
Asphalt Tack Sprayer		27.00	
Case 1845		35.00	
Cement Mixer		15.00	
Dump Truck - Freightliner		43.00	
Dump Truck - International		43.00	
JD 310 Backhoe		52.00	
JD Loader		79.00	
Paver		57.00	
Power Broom		25.00	
Service Truck # 3		25.00	2 HRS
Service Truck #		25.00	
Service Truck #		25.00	
Service Truck #		25.00	
Test Pump		15.00	
Water Truck		35.00	
Mtr Test Bench		20.00	
Compactor		31.00	
CO2 Freeze Kit		25.00	



Crestline Village Water District, CA

Service Order

Job Date: 9/14/2020 8:00 AM
Job Code: MISCELLANEOUS - MISCELLANEOUS
Group: FIELD SERVICE
Staff: FIRST AVAILABLE

Service Order #: SO20863
Job Action: Miscellaneous
Issued By: CARLY TATUM
Requested By: Shannon Bizzy

Location: 23875 Lake Dr Crestline CA 92325
Account: 034-0638-00 Shannon Bizzy

Services

Service	Action	Current Meter #	Meter Serial #	R #	Scale	Last Read	Reading	New Meter #	Set Reading
100 - WATER CO	No Action	89667292	89667292	02716398	1	36,700			
Meter Location:		FR 1'R & 1'B COR BLDG lot 1674 tract 1990							
101 - WATER BA	No Action				0	0			

Order Notes: Replace AMS - Bill to customer.

Completion Notes:

Replaced AMS (Bill to cust) ✓
W. Davis
09/16/2020

Completion Date: 9-15-20
Worked By: JW / JH
Approved By: