

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 11<sup>th</sup> 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 14<sup>th</sup>, 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.

### LEFT BLANK INTENTIONALLY

Andrew Villaescusa <aplusandy@hotmail.com> From: Sent:

Monday, November 02, 2020 2:41 PM

cvwater@cvwater.com To: 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 vou.

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

Account No:

034-0638-00 23875 Lake Drive

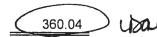
Work Order:

20890 Shannon Bizzy-Tenant

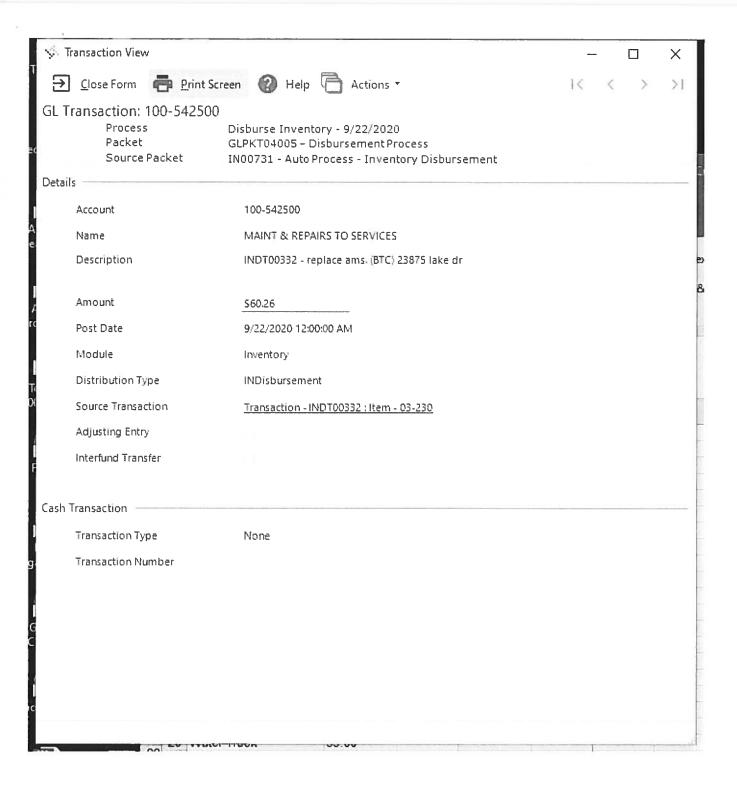
		0110111011	Jiezy Toriani
Cost	Materials 60.26	<u>Labor</u> 139.71	<u>Total</u> 199.97
Asphalt - 1 Ton			
Meter			-
Overhead %	25%	68%	
Overhead	15.07	95.00	110.07
Total Material & Labor	75.33	234.71	310.04
Equipment:	Rate	<u>Hours</u>	
Service Truck #3	25.00	2.00	50.00
Air Compressor	38.00		_
Dump Truck - Freightline	43.00		-
JD 310 Backhoe	52.00		-
Water Truck	35.00		-
CO2 Freeze Kit	25.00		-
Total Equipment			50.00

Charges Already Paid

Total Billable Charges







## 034.0638.00

WORK ORDER NO: 20890

JOB: Replace AMS 23875 Lake Dr.

DATE: 9-15-20

### HOURS

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 H15
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	

## Service Order



ob Date: 9/14/20	)20 8:00 Af	М					Service Order #:	SO20863	
ob Code: MISCELLANEOUS - MISCELLANEOUS Job Action: Miscellaneous									
Group: FIELD SE	ERVICE						Issued By:	CARLY TATUM	
Staff: FIRST AVA	AILABLE						Requested By:	Shannon Bizzy	
.ocation: 23875 I	Lake Dr Crestl	ine CA 92325							
Account: 034-06	38-00 Sha	nnon Bizzy							
Services									
Service	Action	Current Meter #	Meter Serial #	R#	Scale	Last Read	Reading	New Meter #	Set Reading
00 - WATER CO Meter Location: F		89667292 OR BLDG 990	89667292	02716398	1	36,700			
		330			0	0			
Order Notes: Completion Notes:		MS - Bill to custo	***	(B:11 +	o Cu	·5+)	John College	D2D	

Completion Date:

Worked By:

Approved By: