

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

Account Number: 24-3978-00 Please pay this amount: **\$525.48**  
1166 SATURN WAY Payment due by: 04/01/14



4 520 \*\*AUTO\*\*SCH 5-DIGIT 92325  
RODNEY C MILLER  
PO BOX 1914  
CRESTLINE CA 92325-1914-149



**Payment St**  
Please return stub with your check payable to: Crestline Village Water District.  
Please make any address change necessary and the account number on your check.

**CRESTLINE VILLAGE WATER DISTRICT** (Detach here) ↑ Billing or service question  
P.O. BOX 3347 · 777 COTTONWOOD DRIVE · CRESTLINE, CA 92325 **CALL (909) 338-17**

Service name and address Account number Date bill prepared  
RODNEY C MILLER 24-3978-00 03/04/14  
1166 SATURN WAY

Meter readings in cubic feet (CF)			Usage comparison:	Current	Last Year
Previous	Present	Water Usage	Cubic feet used	8400	200
21200	29600	8400	Daily average	300.0	7.1

Amount and date of last payment: \$42.75 received on 02/12/14

**Charges**

Previous Balance due from 02/01 billing	.00
<b>New Charges - 28 day billing period</b>	
Monthly Charge 02/01 to 03/01	21.75
Basic Allocation Charge 1213 CF @ \$ .0420	50.95
Excess Consumption Charge 7187 CF @ \$ .0630	452.78
<b>Total Current Charges</b>	<b>525.48</b>

**Total amount due by 04/01/14 525.48**

To assure uninterrupted service, payment must be in our hands by: **04/01/14**

RODNEY C MILLER 24-3978-00 1166 SATURN WAY

Messages:

Even with our recent rain, we are facing a historic drought and all of us can play our part in saving water; take shorter showers, fix broken sprinklers, check for leaks. For more helpful tips, visit [saveourh2o.org](http://saveourh2o.org) or follow Save Our Water on Facebook or Twitter. We encourage residents and businesses to use water as efficiently as possible to avoid water waste.  
E-mail: [cvwater@cvwater.com](mailto:cvwater@cvwater.com) Website: [www.cvwater.com](http://www.cvwater.com)

Recd  
3/25/14 Davis

3/25/2014

RE: ACCOUNT # 243978-00

Dear Mrs Davis,

Thank you for responding to my request in reducing my water bill because of an unforeseen failure in my underground water line which ruptured about 2/17/2014.

The weather was mild. The temperature hadn't dipped below 40° for at least a week prior to the line failure and it was not expected to get below 40° while I was away from 2/16/2014 until 2/27/2014.

Every other week I drive down to L.A. to take care of my 90 year old parents and spend at least a week with them.

As I mentioned in my previous explanation, I am on a SSD Fixed income and my primary concern is helping out my parents, which keeps me from supplemental employment. At the present time, there is not enough in my savings account to cover the outstanding huge water bill if I wanted to. There are several other financial obligations at the end of every month to attend to, keeping a roof over my head for starters, then insurances, food, gas, etc.

I am appealing to the board of directors concerning this incident. As I mentioned in my previous letter, I have already spent several hundred dollars repairing and back filling the leak. I have since, worked out a payment plan, which won't begin for another month, to compensate my plumber for the work he has already completed in installing my own shut-off valve on my side of your meter.

Addressing section 3.1.4.6 - The district did not endeavor to ascertain if there

was a leak. There obviously was and I would think a "Red Flag" would have alerted the districts attention as hundreds of gallons were lost so fast which I had no control over. Luckily, my neighbor shut off your valve before even more water escaped.

Addressing section 3.3.1-2. There is now a shut-off valve on my side of the meter.

Addressing section 3.3.2. Again, the incident didn't occur during a period of freezing conditions.

I am well aware of our water shortage and had previously run a drip system to irrigate my newly planted Fruit and Native trees. Most of the landscape was destroyed in the fire of 2003 and I conserve water as conscientiously as possible. Even with my water closets.

I would greatly appreciate your consideration in drastically reducing my bill because of the extraordinary circumstances and inexplicable reason a 2 inch poly water line would rupture 2 feet below the surface.

Thank you.

Rod Miller

(909) 338-4192



(M)

3/25/14  
Done  
M  
January 14, 2008 3/20/14

(004)

BOARD OF DIRECTORS  
Steven C. Farrell  
Darel V. Davis  
William J. Huckell  
Kenneth L. Stone  
Alan E. Cianln  
GENERAL MANAGER  
Karl B. Drew

Mr. Rodney Miller  
PO Box 1914  
Crestline, CA 92325-1914

RE: Water Account No. 24-3978-00 1166 Saturn Way

Dear Mr. Miller:

We are in receipt of your letter and have reviewed the information presented regarding your high water bill.

Each year we send notices to our customers advising them to winterize their property during the winter months and to **turn off the water at their own shut off valve when the property is unoccupied.** In the event the water lines break due to freezing or other causes, or if there are other plumbing problems, having the water shut off helps minimize water damage to the property and helps to prevent large water bills.

Attached to this letter are Sections 3.1.4.6 and 3.3.2 of the District's Administrative Code, which address the property owners' responsibility of maintaining their on-site plumbing and of installing and using their own shut-off valve. The cost of water that the District provides to its customers is very high and has to be paid for regardless of how the water is used. Over the past 30-40 years, the District has not had enough local water to supply its customers' needs and has had to use imported water to meet the demand. On an average over the past 20 years, the District has had to import about 59% of its water supply.

I am authorizing a one-time adjustment to your water bill in the amount of \$50.95. This leaves a balance due on your account of \$435.11. Please remit this amount to the District with your next April 23, 2014. If you feel that it is beyond your means to pay this amount by the above due date, please contact Wendy Malsed at (909) 338-1727 to discuss payment arrangements.

You may be able to submit a claim for the amount of your water bill to your homeowner's insurance. Depending on the circumstances, some homeowner's insurance may cover these types of loss.

If you have any further questions regarding this matter, please contact us at (909) 338-1727 or at the address below.

Sincerely,

*Laure Ann Davis*  
Laure Ann Davis  
Office Manager

Enclosure

*cust came into office  
3/21 @ 11:30 - physically  
gave this letter to him  
wendy malsed*

CRESTLINE VILLAGE WATER

PROGRAM: RHL

ACCOUNTS RECEIVABLE HISTORY PRINT

PAGE: 1

MARCH 19, 2014

24-3978  
M

Srvc Add 1166 SATURN WAY Meter No. 52085663 Date Billed 03/01/14  
 Acct No. 24-3978-00 Type NEP Bill Amount 525.48  
 Name (O) RODNEY C MILLER Size 03 Date Paid 03/10/14  
 (R) Rate Code S 03 Amount Paid 40.00  
 Unit/OTH Deposit .00 Assessment .00  
 PO BOX 1914 Date / / Special Pay \$  
 CRESTLINE CA 92325-1914 Water Bal 485.48  
 Meter Loc: FL 6'L STUMP 6'OS T B L 44

Date	Description	Read	Consum	Billed	Paid	Balance
03/10/14	PAYMENT				40.00	485.48
03/01/14	Monthly Charge	29600	8400	21.75		525.48
03/01/14	Basic Allocatio		1213-	50.95		525.48
03/01/14	Excess Consumpt		7187-	452.78		525.48
02/12/14	PAYMENT				42.75	.00
02/01/14	Monthly Charge	21200	500	21.75		42.75
02/01/14	Basic Allocatio		500-	21.00		42.75
01/13/14	PAYMENT				30.15	.00
01/01/14	Monthly Charge	20700	200	21.75		30.15
01/01/14	Basic Allocatio		200-	8.40		30.15
12/11/13	PAYMENT				30.15	.00
12/01/13	Monthly Charge	20500	200	21.75		30.15
12/01/13	Basic Allocatio		200-	8.40		30.15
11/12/13	PAYMENT				38.55	.00
11/01/13	Monthly Charge	20300	400	21.75		38.55
11/01/13	Basic Allocatio		400-	16.80		38.55
10/16/13	PAYMENT				34.35	.00
10/01/13	Monthly Charge	19900	300	21.75		34.35
10/01/13	Basic Allocatio		300-	12.60		34.35
09/16/13	PAYMENT				34.35	.00
09/01/13	Monthly Charge	19600	300	21.75		34.35
09/01/13	Basic Allocatio		300-	12.60		34.35
08/09/13	PAYMENT				42.75	.00
08/01/13	Monthly Charge	19300	500	21.75		42.75
08/01/13	Basic Allocatio		500-	21.00		42.75
07/11/13	PAYMENT				46.95	.00
07/01/13	Monthly Charge	18800	600	21.75		46.95
07/01/13	Basic Allocatio		600-	25.20		46.95
06/17/13	PAYMENT				51.15	.00
06/01/13	Monthly Charge	18200	700	21.75		51.15
06/01/13	Basic Allocatio		700-	29.40		51.15
05/16/13	PAYMENT				42.75	.00
05/01/13	Monthly Charge	17500	500	21.75		42.75
05/01/13	Basic Allocatio		500-	21.00		42.75
04/11/13	PAYMENT				42.75	.00
04/01/13	Monthly Charge	17000	500	21.75		42.75
04/01/13	Basic Allocatio		500-	21.00		42.75
03/11/13	PAYMENT				30.15	.00
03/01/13	Monthly Charge	16500	200	21.75		30.15
03/01/13	Basic Allocatio		200-	8.40		30.15
02/13/13	PAYMENT				38.55	.00
02/01/13	Monthly Charge	16300	400	21.75		38.55
02/01/13	Basic Allocatio		400-	16.80		38.55

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0.00 \*

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50.95\*+  
452.78 +

503.73 \*

002

503.73 x  
0.10=  
50.37\*

50.37\*-  
485.48 +

435.11 \*

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

Account Number: 24-3978-00 Please pay this amount: **\$434.53**  
1166 SATURN WAY Payment due by: 04/01/14



*M*

RODNEY C MILLER 1  
PO BOX 1914  
CRESTLINE CA 92325-1914

**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.

**CRESTLINE VILLAGE WATER DISTRICT** (Detach here) ↑ Billing or service questions, **CALL (909) 338-1727**  
P.O. BOX 3347 • 777 COTTONWOOD DRIVE • CRESTLINE, CA 92325

Service name and address: RODNEY C MILLER Account number: 24-3978-00 Date bill prepared: 03/25/14  
1166 SATURN WAY

Amount and date of last payment: \$40.00 received on 03/10/14

**Charges**

Previous Balance due from 02/01 billing	485.48
New Charges	
Adjustment	50.95-
Total Current Charges	50.95-

crestline village

Total amount due by 04/01/14 434.53

To assure uninterrupted service, payment must be in our hands by: 04/01/14

RODNEY C MILLER 24-3978-00 1166 SATURN WAY

Messages:

ONE TIME ADJUSTMENT DUE TO LEAK

**WATER DISTRICT**



24-3978  
M

Crestline Village water district,

I was out of the county from 2/16/14 to 2/27/14. Through no fault of my own, my county approved 2" water main ruptured during that time. Luckily, a neighbor saw the water spraying after it had breached the surface. The line was over 2 feet under ground.

After several hundred dollars in parts and labor, the water main has been repaired and the trench created by the gushing water has been filled in and recompact.

Again, this was not my fault. The water went back into the ground, sustaining life.

I have always been ~~conscious~~ conscious of my water usage and use it sparingly. I don't believe I should be held accountable for an exorbitant water bill. I live on a fixed income through SSD and this is a financial hit I can't afford. Please understand my predicament.

Thank you.

Rod Miller

(909) 338-4192





## ***Memo***

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To: Board of Directors  
From: Larrie Ann Davis  
Date: May 23, 2014  
Subject: Request for Additional Adjustment, Rod C. Miller  
Account No. 24-3978-00, 1166 Saturn Way  
Agenda Item #1

Mr. Miller had a leak at his property located at 1166 Saturn Way in February 2014. The leak was discovered by a neighbor. 8,400 cubic feet of water ran through the meter. The bill for the month of February was \$525.48.

Mr. Miller has been making regular monthly payments since the leak, but has not made any additional payments towards the leak. Mr. Miller received a 10% adjustment to his bill on March 25, 2014. A second letter was received on that same day asking for an adjustment greater than the standard 10%. This request was denied by the General Manager. In April Mr. Miller asked to be placed on the May Agenda for Board consideration of an additional adjustment.

Attached are copies of the correspondence between Mr. Miller and the District and a copy of his account history.

Each year in November, we send notices to our customers advising them of the need to have their own shut off valve and to use it when they are not at the property.

To whom it concerns, 24-3978 1166  
Saturn

I would like to attend the next Crestline Village water district board meeting in hopes of additional relief of my current ballance. The excessive waste of water was due to an underground rupture of the main line -

Thank you

Rod C. Miller

338-4192

Please call Mr. Miller  
w/ Board Date.