Norman L. Grib
14123 Buttner Road
Guerneville, CA 95446
Phone: 707/869-9533
normgrib@comcast.net

February 13, 2015

Gaylord Schaap
Northwood Golf Course
19400 CA-116
Monte Rio, CA 95462

RE: Sweetwater Springs

Dear Gaylord,

I am writing to you in regards to a water leak I had last month.
The leak resulted in a bill of about $900. My normal bill for the December - January period is about $150.
I applied with the District for a leak adjustment. I did receive a credit in the amount of $374.33, which I appreciate.
My remaining balance is $524.82. This is about $375 higher than my normal bill for this period.
My objection is in the way the Leak Adjustment formula works.
I am enclosing a copy of the Leak Adjustment Worksheet.

When a person has a leak, they are thrown in to the highest tier water rate.
The tiered system was instituted to encourage people to conserve water.
The way it is now, the tiered system is punishing those people who have an accidental leak.

The Worksheet should be changed so a person is only charged the rate for water that is at his "Normal" tier.

In my opinion, and the way a leak credit was calculated, when I was on the Board, a customer who diligently repairs a leak, asap, should only be charged the incremental cost to the District that the leak caused.

The only real incremental cost to the District is simply the cost of electricity to pump the water from the well to the customer.

The way it is now the District is making money off others who were unfortunate enough to have a leak.
Keep in mind the District loses 25% of their water thru leaks in their own system.

Sincerely,

Norman Grib

LEAK ADJUSTMENT WORKSHEET DATE PROCESSED: _____

Customer Name: _____

Customer Situs Address: _____

Account Number: _____

1. Use the Higher of: A. or B.

A. Average Usage Last 6 Water Bills _____ Units	or	B. Water Used Same Period Last Year _____ Units

2. Usage on bill in which leak occurred: _____units

3. Amount of units due to leak: (Item 2) – (Higher of A or B): _____units

4. Amount of credit (attach billing system worksheet): $ _____
   (Under certain circumstances, District may forgive ½ of units used due to leak if leak is greater than $100 more than average bill.)

5. Total amount of bill $ _____

6. Less amount of credit $ _____

7. Less amount already paid by customer $ _____

8. Less any other adjustments (list below) $ _____

AMOUNT STILL DUE: $ _____

Computed by: _____ Date: _____

Reviewed by: _____ Date: _____

Items to Note: Is Loss Large enough? Any Previous Adjustments – Date & Reason

_____

_____

_____

_____

Approved or Denied by General Manager: _____ Date: _____

Customer Leak Adjustment Letter Sent: _____ Date: _____

Attachments:

- ☐ Customer Notes and Bills
- ☐ Customer History for the Property (Pull up by 6-digit Account Number)
- ☐
  - o Previous Adjustment (s) Date_____ Reason_____
  - o Previous Adjustment (s) Date_____ Reason_____
- ☐ Credit Calculation Worksheet – (Printout from Website Rate Calculator)
- ☐ Customer Notified
  - o Y - Phone Call ___ or HU Letter ___
  - o N

Revised 12/23/2010