GRIZZLY RANCH CSD

POLICY SERIES: OPERATIONS

POLICY NUMBER: 3175

POLICY TITLE: ADJUSTMENTS FOR ACCIDENTAL WATER LEAKS

The Grizzly Ranch Community Services District may credit accounts if excessive delivery is the result of water leakage that occurs from underground or unexposed pipes beyond the discharge flange of the water meter. Visible leakage, such as leaks from faucets, toilets, sprinklers and hose bibs will be considered on a case-by-case basis. Credits will not be given for wasteful use or the customer's acts, omissions or negligence.

The Grizzly Ranch Community Services District must receive the request for credit in writing by completing a GRCSD Adjustment Request Form within 60 days from the billing date of the bill that reflects the leakage. An adjustment will only be made after leaks have been repaired and it is reasonable to predict that the leak or loss will not occur again. The customer may be requested to submit repair receipts for verification that the leak has been repaired. Adjustments are for a single billing period and no more than one adjustment will be made to the same customer for the same premises in any twelve-month period.

The General Manager will determine if an adjustment is warranted. The adjustment will be in the form of a credit in an amount not to exceed one half of the amount of water used in the most recent billing period, or one period prior, that is above the average consumption for the billing period at the customer address. The General Manager may use historical meter readings to calculate the amount of the leak for adjustment purposes. Any adjustment to be applied shall not be made more frequently than once in any twelve-month period.

Adopted September 21, 2021

April 24, 2023

Dear GRCSD Board of Directors,

We are writing to request relief from excessive water delivery as a result of leakage that occurred underground. Our bill received 10/14/2022 was the first indication of a leak and the bill was significant. We were also notified by Larry Smith, GRCSD General Manager that we were experiencing excessive use compared to occupancy. Unfortunately, the snow had arrived and we missed the opportunity to find and fix the leak. We were just able to access the irrigation area in the last few days and were successful in identifying and repairing the leak.

Once we were aware of the problem we were able to isolate the leak to our irrigation system and with the assistance of the CSD team turn the water main off for the next two bill cycles for the 4th quarter of 2022 and 1st quarter of 2023, received 1/16/2023 and 4/20/2023 respectively. However, both of those bills remained significant due to the leak. We are asking for relief from all three bills and believe our request falls under the policy 3175. We hope you find that to be true as well.

The leak was located by David Healy and repaired on 4/25/2023. He tested the meter after making the fix so we believe it has been resolved. Mr. Healy also replaced solenoid valves and put in a new irrigation controller. We believe he has our irrigation system in good working condition and has resolved the leakage problem based on meter readings.

We are uncertain whether this leak contributed to previous excess usage as we paid Reno Green nearly $1,000 to fix an irrigation leak last year and thought we had resolved the problem. Since purchasing the property we have found a number of deferred maintenance issues that we have diligently been tackling. Unfortunately, the infrequent billing periods and difficult winter has delayed our ability to realize and fix the water leaks. We believe this latest fix addresses any known problems and remain committed to return to normal water usage.

Thank you in advance for your understanding.

Regards,

Dea Baker

DeAnn Baker and De Ann Prior

Recv 5/1/23

Attn: Grizzly Ranch Community Services District, 4456 Grizzly Road. Portola, CA 96122,

Email: Grizzlyranchcsd@gmail.com Phone #: (530)832-4716

LEAK ADJUSTMENT REQUEST FORM

GRCSD allows for an adjustment to an account if excessive delivery is the result of water leakage that occurs from underground or unexposed pipes beyond the discharge flange of the water meter. Credits will not be given when there is visible leakage, such as leaks from faucets, toilets, sprinklers and hose bibs or for wasteful use or the customer's acts, omission or negligence.

Name: DeAnn Baker APN Number: 028-130-012-000 Service Address: 1736 Grizzly Ranch Road Portola, CA 96122

Phone Number: 916.803.4753 Email Address: thedeanns@yahoo.com

Preferred Method of Contact: Phone ____ Email ✓

Adjustment requested by: Owner ✓ Tenant ____

What is your service type? Residential ✓ Commercial ____

Description of leak or issue: Where was your leak? Was your leak/issue above or underground? Explain:

The leak was irrigation related caused by the curb stop and the backflow preventer was leaking water.

Date leak/issue detected: 10/2023

Date leak repaired/issue corrected: 4/25/2023

Who repaired the leak? *Plumber/contractor/handyman ____ Owner/Self Other David Healy **Please enclose copies of any and all receipts associated with leak repair.*

Billing period for requested adjustment: July 2022 - ~~December 2022~~ March 2023

Adjustment Frequency Water: *Adjustments are for a single* *billing period and no more than one adjustment will be made to the same customer for the same premises in any five- year period.*

Verification: *The District must receive the request for credit in writing within 60 days from the bill date of the bill that reflects the leakage. An adjustment will only be made after leaks have been repaired and it is reasonable to predict that the leak or loss will not occur again. The customer must submit repair receipts for verification that the leak has been repaired.*

SUBMITTAL: Complete this form and return along with any repair receipts. Please allow 1-3 weeks processing time from the date submitted. If the bill that reflects the leak has not yet generated, please

allow 1-3 weeks processing time from the date the bill is generated.

__________________________________ _______

____

General Manager Approval Date:

Grizzly Ranch Community Services District
4456 Grizzly Road
Portola, CA 96122

Invoice

Date	Invoice #
10/14/2022	294

Bill To
Deann Baker & DeAnn Prior 4457 Francis Ct. Sacramento, CA 95822

Ship To
1736 Grizzly Ranch Road Portola, CA 96122

Billing Period	Terms	Previous Meter Reading	Current Meter Reading	APN Number	Lot Number
July, August Septemb...	Net 30	843380	881170	028-130-012-000	237

Quantity	Description	Rate	Amount
37,790	Actual Water Usage per quarter	0.00	0.00
-3,000	Less 3000 base gallons included per Quarter	0.00	0.00
34,790	Water Meter Reads usage less 3000 gallons included per quarter.	0.0188	654.05
	Quarterly Base Usage Rate	171.00	171.00

TOTAL DUE $825.05

E-mail	Web Site	Phone #	
grcsdbusinessmanager@gmail.com	grizzlyranchcsd.com	530-832-4716	If you would like to pay by credit card or Echeck, Please call the GRCSD Office to set up electronic billing and payments. Please note this is a cost to GRCSD for related merchant fees.

Grizzly Ranch Community Services District
4456 Grizzly Road
Portola, CA 96122

Invoice

Date	Invoice #
1/16/2023	358

Bill To
Deann Baker & DeAnn Prior 4457 Francis Ct. Sacramento, CA 95822

Ship To
1736 Grizzly Ranch Road Portola, CA 96122

Billing Period	Terms	Previous Meter Reading	Current Meter Reading	APN Number	Lot Number
Oct., Nov., Dec., 2022	Net 30	881170	901270	028-130-012-000	237

Quantity	Description	Rate	Amount
20,100	Actual Water Usage per quarter	0.00	0.00
-3,000	Less 3000 base gallons included per Quarter	0.00	0.00
17,100	Water Meter Reads usage less 3000 gallons included per quarter.	0.0228	389.88
	Quarterly Base Usage Rate	194.50	194.50

TOTAL DUE $584.38

E-mail	Web Site	Phone #	If you would like to pay by credit card or Echeck, Please call the GRCSD Office to set up electronic

Grizzly Ranch Community Services District
4456 Grizzly Road
Portola, CA 96122

Invoice

Date	Invoice #
4/20/2023	420

Bill To	Ship To
Deann Baker & DeAnn Prior 4457 Francis Ct. Sacramento, CA 95822	1736 Grizzly Ranch Road Portola, CA 96122

Billing Period	Terms	Previous Meter Reading	Current Meter Reading	APN Number	Lot Number
Jan. Feb. March 2023	Net 30	901270	912700	028-130-012-000	237

Quantity	Description	Rate	Amount
11,430	Actual Water Usage per quarter	0.00	0.00
-3,000	Less 3000 base gallons included per Quarter	0.00	0.00
8,430	Water Meter Reads usage less 3000 gallons included per quarter.	0.0228	192.20
	Quarterly Base Usage Rate	194.50	194.50

TOTAL DUE $386.70

E-mail	Web Site	Phone #	If you would like to pay by credit card or Echeck, Please call the GRCSD Office to set up electronic