

# AGENDA STAFF REPORT

MEETING NAME: BOARD MEETINGS

MEETING DATE(S): December 16, 2024

FROM: ARTURO CEJA, DIRECTOR OF FINANCE

FOR: ACTION X DIRECTION \_\_\_\_\_ INFORMATION \_\_\_\_\_



## PUBLIC AFFAIRS COMMITTEE REPORT AND RECOMMENDATION FOR ACTION

### STAFF RECOMMENDATION

Consider recommendation from the Public Affairs Committee and deny any further action or billing adjustments for 66626 12<sup>th</sup> St, Desert Hot Springs.

### SUMMARY

After preparing the bills for the month of September, Customer Service identified high water usage at the property located at 66626 12<sup>th</sup> St. Customer Carolyn Ortel called the office to have someone go and investigate the high usage on her property and upon arrival, Field Service saw a major leak in the back yard. Ms. Ortel requested that the water be turned off for repairs. After making the repairs, Ms. Ortel called the office back to reconnect the water service. The high usage carried over to the month of October, and after receiving the second bill, Ms. Ortel came to the District to ask that we cancel her bill, claiming we did not provide, protect and preserve our water as stated in our mission.

### ANALYSIS

After reviewing the water usage at the property located at 66626 12<sup>th</sup> St, Customer Service offered Ms. Ortel a bill credit of \$78.72 and \$106.60 for September and October, respectively. The credits are based on bringing the usage of current water consumption rates down from tier II to tier I. Additionally, a late fee of \$37.10 was waived in the month of October, during the time Ms. Ortel began to dispute her bill. On November 4, Ms. Ortel also requested that we place her balance on a 12-month payment plan. Ms. Ortel continued to request that all the fees for the two months be cancelled. She filed a District claim and requested a meeting with the Public Affairs Committee.

### FISCAL IMPACT & STRATEGIC PLAN IMPLEMENTATION

The total outstanding balance for the disputed account is \$617.91. This action is consistent with Strategic Plan Smart Goal 1 related to Customer Communications.

### ATTACHMENTS

66626 12<sup>th</sup> St, Timeline Report  
Public Relations Committee Minutes for  
December 10, 2024.  
66626 12<sup>th</sup> St Account History  
66626 12<sup>th</sup> St Account Comments

#### FINANCIAL DATA

Cost Associated with this action:	\$0	
Current FY cost:	\$0	
Future FY cost:	\$0	
Is it covered in current year budget:	YES <input checked="" type="checkbox"/>	NO <input type="checkbox"/>
Budget adjustment needed:	YES <input type="checkbox"/>	NO <input checked="" type="checkbox"/>
If yes, year needed:	NA	
All previous contracts including dates, amounts and board approvals are attached or have been made available. N/A		

#### FUNDING SOURCES

Source of funds:	N/A
BID/Job#	N/A
Current BID/Job balance	N/A
Balance remaining if approved:	N/A