



WATER PAYMENT APPEAL FORM

Name on Account: Vacey Jobe

Service Address: 4828 Timberline Drive

Account Number: [REDACTED]

Amount Due: 3010.60

Telephone Number: 806-239-0255 / 512-514-5029

Email Address: [REDACTED]

Reason for Appeal to the Rollingwood Utility Commission: 1) Please identify the months that you are contesting. 2) Please provide the reason for dispute. 3) Please provide 12 months of history. 4) Provide any other information to support appeal.

Lined area for providing details of the appeal, containing the handwritten note 'see attached'.

Signature: [Handwritten Signature]

Date: 7-21-23



By signing this form, you are promising to appear before the next Utility Commission meeting.



Lacey Jobe <ljobe@tcey.com>

utility letter. please review

Taylor Jobe [REDACTED]
To: Lacey Jobe [REDACTED]

Mon, Jul 17, 2023 at 1:27 PM

Rollingwood Water Utilities:

I hope this letter finds you well. I am writing to discuss the matter of the recent water bill I received for the period May 23-June 23 2023. Upon reviewing the bill, I noticed a discrepancy that I believe requires further investigation.

Firstly, I want to emphasize that I value and understand the importance of responsible water usage. I am committed to conserving water and ensuring that there are no unnecessary wastages. However, in this particular case, I am unable to comprehend the basis for the bill, as no excessive use of water has been identified within my premises.

It is essential to mention that I promptly addressed any concerns related to water leaks in the past. I am well aware of the implications and financial burden caused by such incidents, as I have experienced them firsthand in another property. However, in the current situation, there have been no indications or evidence of any leaks within my residence. My house remains dry, and I actively monitor my water usage through a reliable tracking program, which provides me with accurate daily consumption information.

Given the absence of any identifiable leak or wastage, I feel compelled to express my hesitation in paying this bill. I am concerned that by doing so, I would only be perpetuating a cycle where unexplained water bills continue to arise without proper resolution. It is crucial for us to pinpoint the source of the excessive usage or any potential discrepancies, rather than merely accepting the bill as is. I should also note that while my watering habits have not changed, by meter usage is back to normal rates... and this correction of the meter did not require an intervention on a leak or other problem.

I kindly request your assistance in thoroughly investigating this matter. I believe that a comprehensive examination of the water usage records, meter readings, and any relevant data will shed light on the discrepancy at hand. By identifying the root cause, we can work together to find a fair and equitable solution.

I appreciate your attention to this matter and your understanding of my perspective. I trust that we can resolve this issue amicably, and I remain open to any further discussions or clarification required. I look forward to your prompt response, outlining the steps to be taken to rectify this situation.

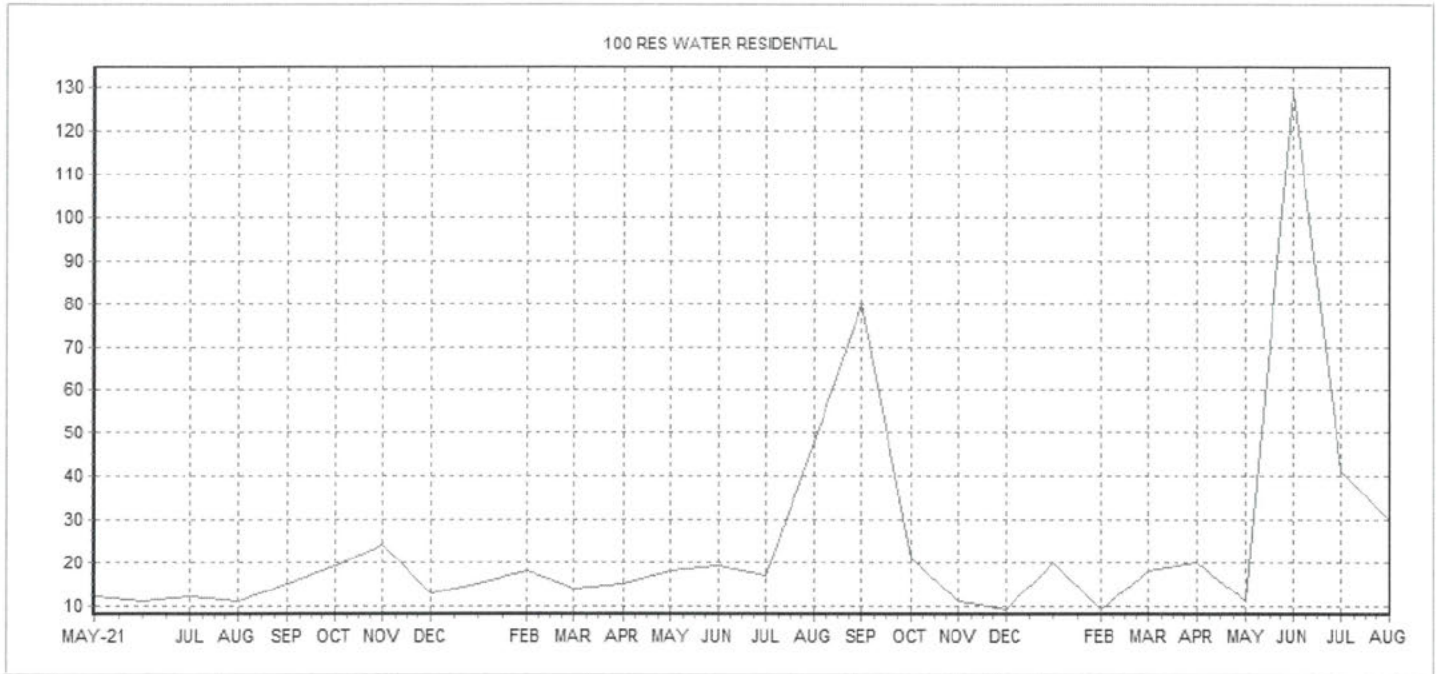
Thank you for your time and consideration.

Taylor Jobe, MD
Board Certified Orthopaedic Surgeon
Fellowship Trained - Hand, Wrist & Elbow Surgery
President - The Orthopaedic Surgery Center of Central Texas
Ascension Medical Group - Central Texas Orthopaedics
HandAustin.com
Office - 512-324-9170

Consumption History

Account Name [REDACTED]
LACEY JOBE

Service Address 4828 TIMBERLINE DRIVE



YEAR	MONTH	READ DATE	PREVIOUS READ	CURRENT READ	TOTAL CONSUMPTION	DEMAND READ	DEMAND CONSUMPTION	READING FLAG	READING SOURCE	OCCUPANT
2023	Aug	8/23/23	3414	3444	30			Regular	Meter Reading Input	01
	Jul	7/23/23	3373	3414	41			Regular	Meter Reading Input	01
	Jun	6/26/23	3244	3373	129			Regular	Service Order	01
	May	5/23/23	3233	3244	11			Regular	Meter Reading Input	01
	Apr	4/23/23	3213	3233	20			Regular	Meter Reading Input	01
	Mar	3/23/23	3195	3213	18			Regular	Meter Reading Input	01
	Feb	2/23/23	3186	3195	9			Regular	Meter Reading Input	01
	Jan	1/23/23	3166	3186	20			Regular	Meter Reading Input	01
2022	Dec	12/23/22	3157	3166	9			Regular	Meter Reading Input	01
	Nov	11/23/22	3146	3157	11			Regular	Meter Reading Input	01
	Oct	10/23/22	3125	3146	21			Regular	Meter Reading Input	01
	Sep	9/23/22	3045	3125	80			Regular	Meter Reading Input	01
	Aug	8/23/22	2997	3045	48			Regular	Meter Reading Input	01
	Jul	7/23/22	2980	2997	17			Regular	Meter Reading Input	01
	Jun	6/23/22	2961	2980	19			Regular	Meter Reading Input	01
	May	5/23/22	2943	2961	18			Regular	Meter Reading Input	01
	Apr	4/23/22	2928	2943	15			Regular	Manual Read	01
	Mar	3/23/22	2914	2928	14			Regular	Manual Read	01
	Feb	2/23/22	2896	2914	18			Regular	Manual Read	01
	Jan	1/23/22	2881	2896	15			Regular	Manual Read	01
2021	Dec	12/23/21	2868	2881	13			Regular	Manual Read	01
	Nov	11/23/21	2844	2868	24			Regular	Manual Read	01
	Oct	10/23/21	2825	2844	19			Regular	Manual Read	01
	Sep	9/23/21	2810	2825	15			Regular	Manual Read	01
	Aug	8/23/21	2799	2810	11			Regular	Manual Read	01
	Jul	7/23/21	2787	2799	12			Regular	Manual Read	01
	Jun	6/23/21	2776	2787	11			Regular	Manual Read	01
	May	5/23/21	2764	2776	12			Regular	Manual Read	01

Name	STREET #	STREET LABEL	Apr-21	Mar-21	Feb-21	Jan-21	Dec-20	Nov-20	Oct-20	Sep-20	Aug-20	Jul-20	Jun-20	May-20	*TOTAL*
JOBE, LACEY	4828	TIMBERLINE DRIVE	12	8	15	8	20	34	49	40	25	31	46	37	325

Name	STREET #	STREET LABEL	Dec-19	Nov-19	Oct-19	Sep-19	Aug-19	Jul-19	Jun-19	May-19	Apr-19	Mar-19	Feb-19	Jan-19	*TOTAL*
JOBE, LACEY	4828	TIMBERLINE DRIVE	12	27	52	63	34	21	22	18	26	20	20	18	333

ACCOUNT NUMBER	CURRENT SERVICE PERIOD	BILLING DATE
[REDACTED]	5/23/2023 - 6/23/2023	6/30/2023
LAST PAYMENT	DATE/AMOUNT	SERVICE ADDRESS
6/23/2023	199.60	4828 TIMBERLINE DRIVE



METER #	CURRENT	PREVIOUS	USAGE	SERVICE DESCRIPTION	AMOUNT
[REDACTED]	3373	3244	129	WATER RESIDENTIAL	2,866.00
				SEWER RESIDENTIAL	101.53
				WTR BAS 1 "	30.00
				SEWER RES BASE	13.07

STAGE 1 WATER RESTRICTIONS NOW IN EFFECT.
 FOR MORE INFORMATION VISIT:
<https://bit.ly/CORW-STAGE1>



LACEY JOBE
 4828 TIMBERLINE DRIVE
 ROLLINGWOOD TX 78746

DUE DATE: 7/24/2023
 TOTAL DUE: 3,010.60
 TO BE DRAFTED



City of Rollingwood
 403 Nixon Drive
 Rollingwood TX 78746



SERVICE ADDRESS:
 4828 TIMBERLINE DRIVE

ACCOUNT NUMBER: [REDACTED]

LACEY JOBE
 4828 TIMBERLINE DRIVE
 ROLLINGWOOD TX 78746

DUE DATE: 7/24/2023
 TOTAL DUE: 3,010.60
 TO BE DRAFTED

S E R V I C E O R D E R

JOB DATE: 6/26/2023 9:06 AM
JOB CODE: REREA-REREAD
GROUP: CS
STAFF: IZZY

SERVICE ORDER #: 001445
JOB ACTION: RE-READ
ISSUED BY: aaahw.vherna
REQUESTED BY: JOBE, LACEY

LOCATION: 4828 TIMBERLINE DRIVE
ACCT NO#: [REDACTED] JOBE, LACEY

SERVICE	ACTION	NEW STATE	CURRENT METER #	LAST READ	READING	NEW METER #	SET READING
WATER	REREAD	N/A	[REDACTED]	3444	<u>Read date</u>		<u>8/23/2023</u>
SERIAL #:	[REDACTED]		METER LOCATION:				

ORDER NOTES: HIGH WATER USAGE 109,000 GALS. AVG USAGE 20,000 GALS. CONFIRM ON READING OR CHECK FOR CONSTANT METER MOVEMENT. IF DETECT A LEAK NOTIFY CUSTOMER.

COMPLETION NOTES: JOHNNY 06.26.23 8:17 AM
THERE WAS CONSTANT MOVEMENT AT THE WATER METER. I SOPKE TO THE PET SITTER ABOUT IT. SHE STATED THAT NOBODY WAS USING WATER SINCE HOMEOWNER WERE OUT OF TOWN AND SHE AS ABOUT TO LEAVE.

SUPERVISOR NOTES: _____

DISPATCHED TO: _____ DATE: _____ TIME: _____

COMPLETION DATE: _____

WORKED BY: _____

APPROVED BY: _____

S E R V I C E O R D E R

JOB DATE: 7/07/2023 9:04 AM
JOB CODE: LEAK -LEAK
GROUP: CS
STAFF: IZZY

SERVICE ORDER #: 001480
JOB ACTION: METER INFO
ISSUED BY: aaahw.vherna
REQUESTED BY: JOBE, LACEY

LOCATION: 4828 TIMBERLINE DRIVE
ACCT NO#: [REDACTED] JOBE, LACEY

SERVICE	ACTION	NEW STATE	CURRENT METER #	LAST READ	READING	NEW METER #	SET READING
WATER	INFO	N/A	[REDACTED]	3444	<i>Read Date 8/23/2023</i>		
SERIAL #:	[REDACTED]	METER LOCATION:					

ORDER NOTES: CHECK TO SEE IF POSSIBLE WATER LEAK HAS BEEN REPAIRED. NOTES FROM PREVIOUS S.O. JOHNNY 06.26.23 8;17 AM THERE WAS CONSTANT MOVEMENT AT THE WATER METER. I SOPKE TO THE PET SITTER ABOUT IT. SHE STATED THAT NOBODY WAS USING WATER SINCE HOMEOWNER WERE OUT OF TOWN AND SHE AS ABOUT TO LEAVE.

COMPLETION NOTES: CARLOS B. 07.07.23 9:00 AM
METER IS SPINNING STILL. TALKED TO ALCEY, THEY DID FIND A LEAK IN BACK YARD BUT COULD NOT TURN OFF. SHE IS CALLING HER HUSBAND TO TAKE CARE OF ISSUE. WILL CALL BACK CITY IF NEEDED. WATER IS STILL ON. LOOKS LIKE IT MIGHT BE IRRIGATION LEFT ON OR LEAK. VH: TRIED CALING/VM FULL. I WAS NOT ABLE TO LEAVE MESSAGE.07.14.2023 READ 3405 = 32,000 GALS.

SUPERVISOR NOTES:

DISPATCHED TO: _____ DATE: _____ TIME: _____

COMPLETION DATE: _____

WORKED BY: _____

**** CONTINUED ****

S E R V I C E O R D E R

JOB DATE: 7/07/2023 9:04 AM
JOB CODE: LEAK -LEAK
GROUP: CS
STAFF: IZZY

SERVICE ORDER #: 001480
JOB ACTION: METER INFO
ISSUED BY: aaahw.vherna
REQUESTED BY: JOBE, LACEY

APPROVED BY: _____