



WATER PAYMENT APPEAL FORM

Name on Account: Robert / Susan Turner

Service Address: 2601 Pickwick LN

Account Number: [REDACTED]

Amount Due: \$1,577.96

Telephone Number: [REDACTED]

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.

1) Contesting billing date of 10/06/2021 with a usage of 64.

2) I have been a resident of Rollingwood for the past 25 years and have never had usage amount even close to that amount. I have been working with city staff, who has come out and re-read the meter on more than one occasion and due to that effort we have confirmed NO LEAK. With staff's help I now have 8 year's of history for this particular cycle - my eight year average for Sept. is 38.82 and the outliers are 51 & 26.

3 & 4) Eight year summer season and May - Oct '21 history attached

Signature: Robert Turner

Digitally signed by Robert Turner
Date: 2021.11.29 12:19:14 -08'00'

Date: 11/29/2021

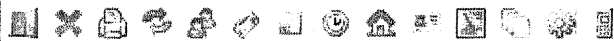


By signing this form, you are promising to appear before the next Utility Commission meeting.

Year	Septmeber Usage	
2013	48	48
2014	37	37
2015	51	51
2016	36	36
2017	39	39
2018	26	26
2019	44	44
2020	24	24
2021	64	
	Average without 2021	38.125

Account Management - (View)

File Edit Options Functions Consoles Help Chat



Account Number

[REDACTED]

New Occupant

Address

2601

PICKWICK LN



Zone

1

* Notes **

Name

TURNER, ROBERT/SUSAN



General Metered Non-Metered Financial Information Comments History Consumption History Service Orders Devices

Services

100 RES WATER RESIDENTIAL - 35232477



Filter

Period

11/2019

Thru

12/2021

☒ Grid ☐ Graph

Bill History



Year

		Read		Total	Demand		Reading		
Month	Date	Previous	Current	Consumption	Read	Consumption	Flag	Source	Occupant
- Year 2021 Total 6									
Oct	10/23/2021	3508	3534	26			Regular	Manual Read	00
Sep	09/23/2021	3444	3508	64			Regular	Manual Read	00
Aug	08/23/2021	3412	3444	32			Regular	Manual Read	00
Jul	07/23/2021	3390	3412	22			Regular	Manual Read	00
Jun	06/23/2021	3376	3390	14			Regular	Manual Read	00
May	05/23/2021	3365	3376	11			Regular	Manual Read	00

Avg 28

☐ Edit This Record

Clear

View

aaahw.sdavi

Year	Septmeber Usage	
2013	48	48
2014	37	37
2015	51	51
2016	36	36
2017	39	39
2018	26	26
2019	44	44
2020	24	24
2021	64	
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Account Management - (View)

File Edit Options Functions Consoles Help Chat



Account Number

[REDACTED]

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2601 PICKWICK LN

Zone

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TURNER, ROBERT/SUSAN

General Metered Non-Metered Financial Information Comments History Consumption History Service Orders Devices

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100 RES WATER RESIDENTIAL - 35232477

Filter

Period

11/2019

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Jul	07/23/2021	3390	3412	22			Regular	Manual Read	00
Jun	06/23/2021	3376	3390	14			Regular	Manual Read	00
May	05/23/2021	3365	3376	11			Regular	Manual Read	00

Avg 28

☐ Edit This Record

Clear

View

aaahw.sdavi

CITY OF ROLLINGWOOD

2

ACCOUNTS RECEIVABLE LEDGER

DATE: 10/03/13

TIME: 1:40 pm

PAGE: 67

***** CLOSEOUT REPORT (AFTER CALCULATE) *****

DEPOSIT REMARKS

RES IR	READ	USAGE	PAYMENT	PMT	ID	PENALTY	WATER TBL	SEWERBASIC	SERRES	IRRIG	SERVICE	SERVICE	SERVICE	DEPOSIT	SERVICE	MISC TOTALS	BALANCE
USAGE			AMOUNT	DATE													

2601 PICKNICK LN

50.00 ACCT R

AVG 42.2 SEW AVG. 1.0 FLAT

BAL FW

TURNER ROBERT
2601 PICKNICK LANE
ROLLINGWOOD

TX 787465624

1095.0	31.0	44.44	06/21/13	MAY	13752	635	1487										
1126.0	31.0	158.74	07/19/13	JUN	13752	635	1487										
1171.0	45.0	264.22	08/20/13	JUL	23824	635	1487										
1227.0	56.0	364.76	09/20/13	AUG	34354	635	1487										
				ADJ													
1275.0	48.0			SEP	27061	1	651	1524									

	-11430
15874	0
15874	0
25946	-476
36476	-476
29236	28760

CITY OF ROLLINGWOOD

2

ACCOUNTS RECEIVABLE LEDGER

DATE: 10/03/14

TIME: 10:44 am

PAGE: 67

***** CLOSEOUT REPORT (AFTER CALCULATE) *****

DEPOSIT REMARKS

RES IR	USAGE	READ	USAGE	PAYMENT	PMT	ID	PENALTY	WATER TBL	SEWERBASIC	SERRES	IRRIG	SERVICE	SERVICE	SERVICE	DEPOSIT	SERVICE	MISC TOTALS	BALANCE
USAGE				AMOUNT	DATE													

TURNER ROBERT	1424.0	35.0	219.35	05/19/14	BAL FW			16505	3906	1524							21935	0
2601 PICKNICK LANE	1447.0	23.0			MAY	275		9893	3906	1524							15598	15598
ROLLINGWOOD	1471.0	24.0	314.72	08/20/14	JUN			10444	3906	1524							15874	0
	1515.0	44.0	350.86	09/17/14	AUG			28571	4686	1829							35086	0
					ADJ													
	1552.0	37.0			SEP			21753	1	4686	1829						28268	28268

CITY OF ROLLINGWOOD

2

ACCOUNTS RECEIVABLE LEDGER

DATE: 10/02/15

TIME: 11:41 am

PAGE: 66

***** CLOSEOUT REPORT (AFTER CALCULATE) *****

DEPOSIT REMARKS

RES IR	PAYMENT	PMT	ID	PENALTY	WATER TBL	SEWERBASIC	SERRES	IRRIG	SERVICE	SERVICE	SERVICE	DEPOSIT	SERVICE	MISC TOTALS	BALANCE
USAGE	READ	USAGE	AMOUNT	DATE											

2601 PICKWICK LN

50.00 ACCT R

TURNER ROBERT & SUSAN
2601 PICKWICK LANE
ROLLINGWOOD TX 787465624

AVG	40.6	SEW AVG.	6.0	FLAT											
				BAL FW											
1692.0	26.0	424.61	06/15/15	MAY	13856	4686	1829							20371	22090
1714.0	22.0	182.89	07/17/15	JUN	11774	4686	1829							18289	0
1756.0	42.0	344.72	08/14/15	JUL	27957	4686	1829							34472	0
1818.0	62.0	600.44	09/18/15	AUG	53529	4686	1829							60044	0
				ADJ											
1869.0	51.0			SEP	37590	1	4686	1829						44105	44105

CITY OF ROLLINGWOOD

2

ACCOUNTS RECEIVABLE LEDGER

DATE: 10/03/16

TIME: 2:01 pm

PAGE: 67

***** CLOSEOUT REPORT (AFTER CALCULATE) *****

DEPOSIT REMARKS

RES IR
USAGE

READ

USAGE

PAYMENT PMT
AMOUNT DATE

ID

PENALTY

WATER TBL

SEWERBASIC SERRES IRRIG

SERVICE

SERVICE

SERVICE

DEPOSIT

SERVICE

MISC

TOTALS

BALANCE

2601 PICKWICK LN 50.00 ACCT R

1985.0

19.0

BAL. FW

305

9801

5467

1829

17402

17402

TURNER ROBERT & SUSAN

2003.0

18.0

165.12 07/21/16 JUN

293

9216

5467

1829

16805

17695

2601 PICKWICK LANE

2033.0

30.0

423.17 08/12/16 JUL

586

17326

5467

1829

24622

0

ROLLINGWOOD TX 787465624

2071.0

38.0

311.61 09/30/16 AUG

586

23865

5467

1829

31747

586

2107.0

36.0

ADJ
SEP

21819

1

5467

1829

29115

29701

CITY OF ROLLINGWOOD

2

ACCOUNTS RECEIVABLE LEDGER

DATE: 10/03/18

TIME: 12:13 pm

PAGE: 67

***** CLOSEOUT REPORT (AFTER CALCULATE) *****

DEPOSIT REMARKS

RES IP

USAGE

READ

USAGE

PAYMENT PMT
AMOUNT DATE

ID

PENALTY

WATER TEL

SEWERWTR DEMANRES IRRIG

SERVICE

SERVICEVFD DONAT

DEPOSIT

SERVICE

MISC

TOTALS

BALANCE

2601 PICKWICK LN

50.00 ACCT R

AVG

37.4

SEW AVG. 18.0

FLAT

BAL FW

2617.0

38.0

562.58 06/25/18 MAY

40200

14058

2000

56258

0

2654.0

37.0

541.58 07/23/18 JUN

38100

14058

2000

54158

0

2688.0

34.0

494.58 08/23/18 JUL

32400

14058

2000

48458

0

2740.0

52.0

870.58 09/24/18 AUG

71000

14058

2000

87058

0

2766.0

26.0

ADJ

SEP

20400

1

14058

2000

36458

36458

2

DATE: 10/04/19

PAGE: 68

DEPOSIT	REMARKS

READ

USAGE

ID

WATER TBL

SEWERWTR DEMANRES IRRIG

SERVICE

SERVICEVFD DONAT

DEPOSIT SERVICE

MISC

TOTALS	BALANCE
--------	---------

50.00 ACCT R

TX 787465624

28.0

SEW AVG.

5.0

FLAT
BAL FW

BAL PW

'19 MAY
'19 TIME

19 JUN
19 JUL.

19 JUL
'19 AUG

ADJ

SEP

7900

3905

2000

13900
13900

3905

2000
2000

13900
48600

3905
39052000
2000

52800 1

1

3905

2000

13805

0

19805
19865

00

19805
54505

00

3455

00

58705

58705

2

DATE: 10/02/20

TIME: 9:43 am

PAGE: 68

***** CLOSEOUT REPORT (AFTER CALCULATE) *****

DEPOSIT REMARKS

RES IR
USAGE

READ

USAGE

PAYMENT	PMT
AMOUNT	DATE

ID

PENALTY

WATER TEL.

SEWERWTR DEMANDES IRRIG

SERVICE

SERIES

01772 844444

1999, 2000, 2001, 2002, 2003, 2004, 2005, 2006, 2007, 2008, 2009, 2010, 2011, 2012, 2013, 2014, 2015, 2016, 2017, 2018, 2019, 2020, 2021, 2022, 2023, 2024, 2025, 2026, 2027, 2028, 2029, 2030, 2031, 2032, 2033, 2034, 2035, 2036, 2037, 2038, 2039, 2040, 2041, 2042, 2043, 2044, 2045, 2046, 2047, 2048, 2049, 2050, 2051, 2052, 2053, 2054, 2055, 2056, 2057, 2058, 2059, 2060, 2061, 2062, 2063, 2064, 2065, 2066, 2067, 2068, 2069, 2070, 2071, 2072, 2073, 2074, 2075, 2076, 2077, 2078, 2079, 2080, 2081, 2082, 2083, 2084, 2085, 2086, 2087, 2088, 2089, 2090, 2091, 2092, 2093, 2094, 2095, 2096, 2097, 2098, 2099, 2100, 2101, 2102, 2103, 2104, 2105, 2106, 2107, 2108, 2109, 2110, 2111, 2112, 2113, 2114, 2115, 2116, 2117, 2118, 2119, 2120, 2121, 2122, 2123, 2124, 2125, 2126, 2127, 2128, 2129, 2130, 2131, 2132, 2133, 2134, 2135, 2136, 2137, 2138, 2139, 2140, 2141, 2142, 2143, 2144, 2145, 2146, 2147, 2148, 2149, 2150, 2151, 2152, 2153, 2154, 2155, 2156, 2157, 2158, 2159, 2160, 2161, 2162, 2163, 2164, 2165, 2166, 2167, 2168, 2169, 2170, 2171, 2172, 2173, 2174, 2175, 2176, 2177, 2178, 2179, 2180, 2181, 2182, 2183, 2184, 2185, 2186, 2187, 2188, 2189, 2190, 2191, 2192, 2193, 2194, 2195, 2196, 2197, 2198, 2199, 2200, 2201, 2202, 2203, 2204, 2205, 2206, 2207, 2208, 2209, 2210, 2211, 2212, 2213, 2214, 2215, 2216, 2217, 2218, 2219, 2220, 2221, 2222, 2223, 2224, 2225, 2226, 2227, 2228, 2229, 2230, 2231, 2232, 2233, 2234, 2235, 2236, 2237, 2238, 2239, 2240, 2241, 2242, 2243, 2244, 2245, 2246, 2247, 2248, 2249, 2250, 2251, 2252, 2253, 2254, 2255, 2256, 2257, 2258, 2259, 2260, 2261, 2262, 2263, 2264, 2265, 2266, 2267, 2268, 2269, 2270, 2271, 2272, 2273, 2274, 2275, 2276, 2277, 2278, 2279, 2280, 2281, 2282, 2283, 2284, 2285, 2286, 2287, 2288, 2289, 2290, 2291, 2292, 2293, 2294, 2295, 2296, 2297, 2298, 2299, 2300, 2301, 2302, 2303, 2304, 2305, 2306, 2307, 2308, 2309, 2310, 2311, 2312, 2313, 2314, 2315, 2316, 2317, 2318, 2319, 2320, 2321, 2322, 2323, 2324, 2325, 2326, 2327, 2328, 2329, 2330, 2331, 2332, 2333, 2334, 2335, 2336, 2337, 2338, 2339, 2340, 2341, 2342, 2343, 2344, 2345, 2346, 2347, 2348, 2349, 2350, 2351, 2352, 2353, 2354, 2355, 2356, 2357, 2358, 2359, 2360, 2361, 2362, 2363, 2364, 2365, 2366, 2367, 2368, 2369, 2370, 2371, 2372, 2373, 2374, 2375, 2376, 2377, 2378, 2379, 2380, 2381, 2382, 2383, 2384, 2385, 2386, 2387, 2388, 2389, 2390, 2391, 2392, 2393, 2394, 2395, 2396, 2397, 2398, 2399, 2400, 2401, 2402, 2403, 2404, 2405, 2406, 2407, 2408, 2409, 2410, 2411, 2412, 2413, 2414, 2415, 2416, 2417, 2418, 2419, 2420, 2421, 2422, 2423, 2424, 2425, 2426, 2427, 2428, 2429, 2430, 2431, 2432, 2433, 2434, 2435, 2436, 2437, 2438, 2439, 2440, 2441, 2442, 2443, 2444, 2445, 2446, 2447, 2448, 2449, 2450, 2451, 2452, 2453, 2454, 2455, 2456, 2457, 2458, 2459, 2460, 2461, 2462, 2463, 2464, 2465, 2466, 2467, 2468, 2469, 2470, 2471, 2472, 2473, 2474, 2475, 2476, 2477, 2478, 2479, 2480, 2481, 2482, 2483, 2484, 2485, 2486, 2487, 2488, 2489, 2490, 2491, 2492, 2493, 2494, 2495, 2496, 2497, 2498, 2499, 2500, 2501, 2502, 2503, 2504, 2505, 2506, 2507, 2508, 2509, 2510, 2511, 2512, 2513, 2514, 2515, 2516, 2517, 2518, 2519, 2520, 2521, 2522, 2523, 2524, 2525, 2526, 2527, 2528, 2529, 2530, 2531, 2532, 2533, 2534, 2535, 2536, 2537, 2538, 2539, 2540, 2541, 2542, 2543, 2544, 2545, 2546, 2547, 2548, 2549, 2550, 2551, 2552, 2553, 2554, 2555, 2556, 2557, 2558, 2559, 2560, 2561, 2562, 2563, 2564, 2565, 2566, 2567, 2568, 2569, 2570, 2571, 2572, 2573, 2574, 2575, 2576, 2577, 2578, 2579, 2580, 2581, 2582, 2583, 2584, 2585, 2586, 2587, 2588, 2589, 2590, 2591, 2592, 2593, 2594, 2595, 2596, 2597, 2598, 2599, 2600, 2601, 2602, 2603, 2604, 2605, 2606, 2607, 2608, 2609, 2610, 2611, 2612, 2613, 2614, 2615, 2616, 2617, 2618, 2619, 2620, 2621, 2622, 2623, 2624, 2625, 2626, 2627, 2628, 2629, 2630, 2631, 2632, 2633, 2634, 2635, 2636, 2637, 2638, 2639, 2640, 2641, 2642, 2643, 2644, 2645, 2646, 2647, 2648, 2649, 2650, 2651, 2652, 2653, 2654, 2655, 2656, 2657, 2658, 2659, 2660, 2661, 2662, 2663, 2664, 2665, 2666, 2667, 2668, 2669, 2670, 2671, 2672, 2673, 2674, 2675, 2676, 2677, 2678, 2679, 2680, 26

2601 PICKWICK LN 50.00 ACCT R

TURNER ROBERT & SUSAN
2601 PICKWICK LANE
ROLLINGWOOD

TX 787465624

AVG	31.0	SEW	AVG.	10.0	FLAT
3108.0	28.0	332.10	06/24/20	MAY	BAL FW
3141.0	33.0	407.10	07/23/20	JUN	
3176.0	35.0	437.10	08/24/20	JUL	
3211.0	35.0	437.10	09/23/20	AUG	
				ADJ	
3235.0	24.0			SEP	

23400		7810	2000
30900		7810	2000
33900		7810	2000
33900		7810	2000
17900	1	7810	2000

	0
33210	0
40710	0
43710	0
43710	0
27710	27710