



WATER PAYMENT APPEAL FORM

Name on Account: Kate Ford

Service Address: 4830 Timberline Drive

Account Number: [REDACTED]

Amount Due: 1,990.22

Telephone Number: 512 921 3518

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.

We are only contesting our most recent bill which represents the period from 5/23/2023-6/23/2023. During this time, the bill states we consumed 92k gallons of water. This is extremely excessive based on our historic usage so we hired American Leak Detection to evaluate if we had a leak. There had been no outward signs of leaks at the house, but we wanted confirmation since this bill was so incredibly high and out of characteristic for our typical water usage.

For the last 12 months, our usage is as follows: May 2023 (22k), April 2023 (37k), March 2023 (16k), February 2023 (16k), January 2023 (8k), December 2022 (12k), November 2022 (22k), October 2022 (36k), September 2022 (8k), August 2022 (22k), July 2022 (19k), June 2022 (14k). This is an average monthly usage of 21k gallons (not including June 2023). June 2023 was 4x higher than our typical usage, and this amount would be 2.1 gallons per minute for the entire month. We saw no standing water or water in the street at any time during the month.

No hoses were left on and our sprinkler system is relatively new and is set on a timer.

We've had the pool since 2019 and have never experienced water bills such as this, even during the summer months as outlined above.

Signature: [Handwritten Signature]

Date: 6/19/2023



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

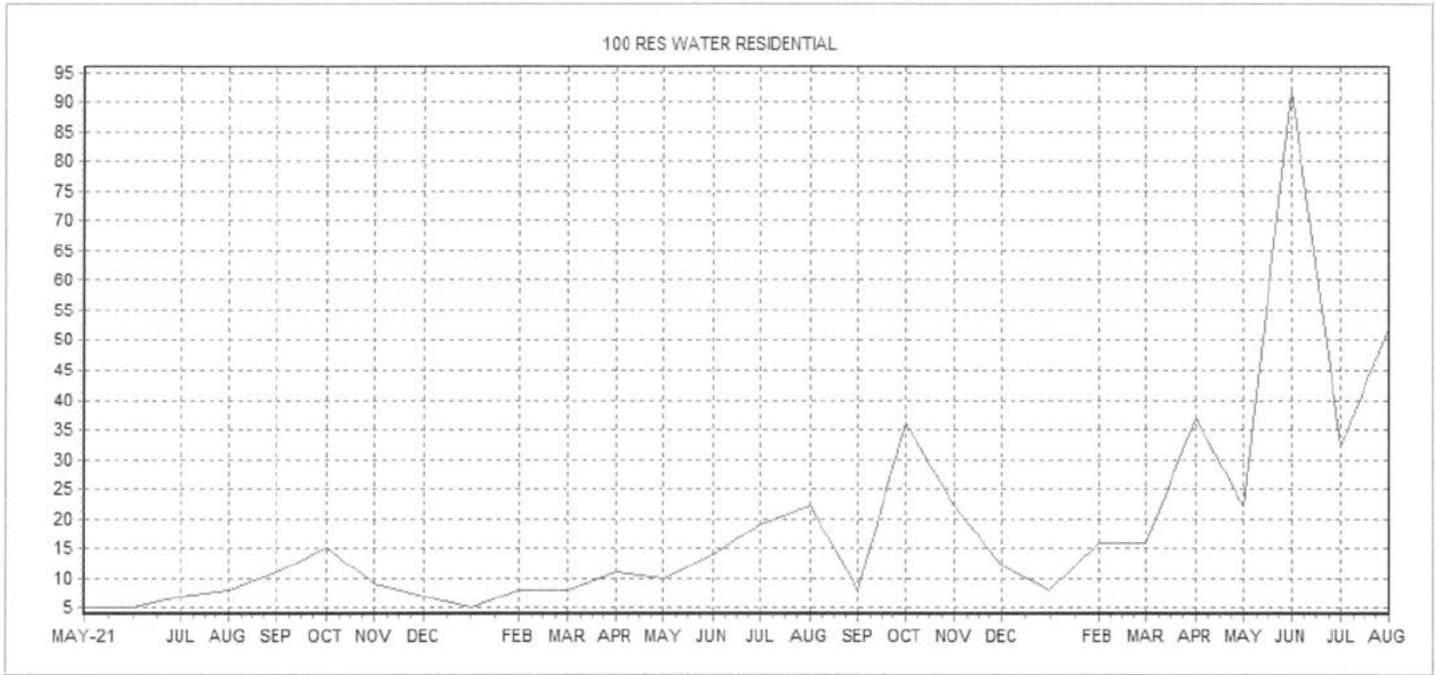
### Consumption History

Account Name

[REDACTED]  
KATE FORD

Service Address

4830 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	1212	1264	52			Regular	Meter Reading Input	02
	Jul	7/23/23	1180	1212	32			Regular	Meter Reading Input	02
	Jun	6/23/23	1088	1180	92			Regular	Manual Read	02
	May	5/23/23	1066	1088	22			Regular	Meter Reading Input	02
	Apr	4/23/23	1029	1066	37			Regular	Service Order	02
	Mar	3/23/23	1013	1029	16			Regular	Meter Reading Input	02
	Feb	2/23/23	997	1013	16			Regular	Meter Reading Input	02
	Jan	1/23/23	989	997	8			Regular	Meter Reading Input	02
2022	Dec	12/23/22	977	989	12			Regular	Meter Reading Input	02
	Nov	11/23/22	955	977	22			Regular	Meter Reading Input	02
	Oct	10/23/22	919	955	36			Regular	Meter Reading Input	02
	Sep	9/23/22	911	919	8			Regular	Meter Reading Input	02
	Aug	8/23/22	889	911	22			Regular	Meter Reading Input	02
	Jul	7/23/22	870	889	19			Regular	Meter Reading Input	02
	Jun	6/23/22	856	870	14			Regular	Meter Reading Input	02
	May	5/23/22	846	856	10			Regular	Meter Reading Input	02
	Apr	4/23/22	835	846	11			Regular	Manual Read	02
	Mar	3/23/22	827	835	8			Regular	Manual Read	02
	Feb	2/23/22	819	827	8			Regular	Manual Read	02
	Jan	1/23/22	814	819	5			Regular	Manual Read	02
2021	Dec	12/23/21	807	814	7			Regular	Manual Read	02
	Nov	11/23/21	798	807	9			Regular	Manual Read	02
	Oct	10/23/21	783	798	15			Regular	Manual Read	02
	Sep	9/23/21	772	783	11			Regular	Manual Read	02
	Aug	8/23/21	764	772	8			Regular	Manual Read	02
	Jul	7/23/21	757	764	7			Regular	Manual Read	02
	Jun	6/23/21	752	757	5			Regular	Manual Read	02
	May	5/23/21	747	752	5			Regular	Manual Read	02

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*
FORD, KATE	4830	TIMBERLINE DRIVE	6	4	8	8	8	13	12	12	32	16	18	21	158

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*
FORD, KATE	4830	TIMBERLINE DRIVE	8	7	9	13	30	0	12	11	18	14	5	4	131

S E R V I C E   O R D E R

JOB DATE: 6/26/2023 9:22 AM  
JOB CODE: MTR -METER INFO  
GROUP: CS  
STAFF: IZZY

SERVICE ORDER #: 001447  
JOB ACTION: METER INFO  
ISSUED BY: aaahw.vherna  
REQUESTED BY: FORD, KATE

LOCATION: 4830 TIMBERLINE DRIVE  
ACCT NO#: [REDACTED] FORD, KATE

SERVICE	ACTION	NEW STATE	CURRENT METER #	LAST READ	READING	NEW METER #	SET READING
WATER	INFO	N/A	[REDACTED]	1264	- lead date	8/23/2023	
SERIAL #:	[REDACTED]		METER LOCATION:				

ORDER NOTES: HIGH WATER USAGE 82,000 GALS. AVG USAGE 14,000 GALS. CHECK FOR CONSTANT METER MOVEMENT, IF DETECT A LEAK NOTIFY CUSTOMER OR CONFIRM THE READING.

COMPLETION NOTES: JOHNNY 06.26.23 8:24 AM  
NO SIGNS OF LEAK FOUND

SUPERVISOR NOTES:

DISPATCHED TO: \_\_\_\_\_ DATE: \_\_\_\_\_ TIME: \_\_\_\_\_

COMPLETION DATE: \_\_\_\_\_

WORKED BY: \_\_\_\_\_

APPROVED BY: \_\_\_\_\_