

Ashley Wayman

From: Amber Lewis
Sent: Wednesday, July 29, 2020 11:22 AM
To: Ashley Wayman
Subject: FW: water bill
Attachments: CCI07292020_0001.pdf; Utility Appeal Form Fillable PDF.pdf

FYI.

Many thanks,

Amber



Amber A. Lewis
City Administrator
City of Rollingwood
Office: 512-327-1838 x 105
Cell: 512.647.0637
www.rollingwoodtx.gov

From: Elaine Acosta <eacosta@rollingwoodtx.gov>
Sent: Wednesday, July 29, 2020 11:09 AM
To: 'Mark Cohen' <[REDACTED]>; Amber Lewis <alewis@rollingwoodtx.gov>
Cc: sublime.feedback@gmail.com
Subject: RE: water bill

Mr. Cohen,

The meter tested at your property and measured at 98.5% and above for accuracy purposes. This means the meter was and is accurate and meets American Water Works Association standards.

I have attached a copy of the Utility Commission Appeal Form that needs to be filled out and returned to our office by noon on July 30, 2020. Please submit completed form to Ashley Wayman, so we can add you to the agenda for the next U.C. Meeting, on Tuesday, August 4, 2020 at 12:00p.m.

You have been invited to attend the following meeting:
Subject: Utility Commission Meeting
Time: Aug 04, 2020 12:00PM Central Time (US and Canada)
Organizer: Ashley Wayman(awayman@rollingwoodtx.gov)
Meeting URL: <https://meetings.ipvideotalk.com/103840664>
Meeting ID: 103840664
PSTN Access: United States (Boston): +1 (617) 315-8088

Please let me know if you have additional questions

Thank you,



Elaine Acosta
Administrative Assistant
City of Rollingwood
Office: 512-327-1838
www.rollingwoodtx.gov

From: Mark Cohen <[REDACTED]>
Sent: Thursday, July 23, 2020 10:53 AM
To: Amber Lewis <alewis@rollingwoodtx.gov>
Cc: [REDACTED] Elaine Acosta <eacosta@rollingwoodtx.gov>
Subject: RE: water bill

Thank you I will await the results of the meter test and if that is not the problem I will take it up with the Utility Commission

Mark Cohen
805 W. 10th Street, Suite 100
Austin, Tx. 78701
512-474-4424
512-472-5444 (f)
[REDACTED]
www.CohenLegalServices.com

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From: Amber Lewis <alewis@rollingwoodtx.gov>
Sent: Thursday, July 23, 2020 10:00 AM
To: Mark Cohen [REDACTED]
Cc: [REDACTED]; Elaine Acosta <eacosta@rollingwoodtx.gov>
Subject: RE: water bill

Dear Mark,

I hope this email finds you safe and well. I understand your concern, however, staff is unable to adjust your bill at this time. City employees only have the authority to adjust water and sewer bills if there was a leak and the leak had been repaired. Please see attached policy.

We are changing out the meter this week and will send the old meter for accuracy testing. We will notify you of the results. If the meter is inaccurate to the benefit of the City, staff can make appropriate adjustments at that time.

If the meter is accurate and there are no leaks (leaks don't seem to be the problem here), then the next option would be to come before the Utility Commission to ask for relief. Here is the link to the form to appeal to the Utility Commission:
https://www.rollingwoodtx.gov/sites/default/files/fileattachments/city_utility_services/page/2781/utility_appeal_form.pdf

Is there construction near you? I ask because sometimes we have had instances of water theft. Make sure your hose bibs are locked so there is no opportunity for water theft.

I hope this is helpful. Please let us know if you have any other questions. Take care.

Many thanks,

Amber

 **Amber A. Lewis**
City Administrator
City of Rollingwood
Office: 512-327-1838 x 105
Cell: 512.647.0637
www.rollingwoodtx.gov

From: Mark Cohen <[REDACTED]>
Sent: Wednesday, July 22, 2020 3:10 PM
To: Amber Lewis <alewis@rollingwoodtx.gov>
Cc: [REDACTED]
Subject: water bill

I have been having a problem working out this glitch in my water bill and was told to contact you. I was the presiding judge of the municipal court for 17 years until I retired from that position. We had a similar problem a year ago and Jim Bob found it was caused because of a problem with the meter and we adjusted my bill.. It was in August and September of 2019 when the reader said we had used 30 gallons during each period. This year our use since November had been 10, 4, 12, 3,3,and 9 . For some unexplainable reason the reading on 5/22 was 35 gallons. And then 9 gallons the month after that. I am 72 , overweight and have diabetes so I have not left the house since early March. We had no leaks over the period the reader says we used 35 gallons as is verified by the 9 gallon reading the following month. I did not use the sprinkler in April or May because of all the rain we had. Since there were obviously no leaks and my usage is typically no greater than 10 gallons per period there is some mistake in the 35 gallon reading which I cannot explain but there is no way I owe for 35 gallons during that period. This coming period should be around the highest usage I ever have since I have been using the sprinkler a lot due to the lack of rain. Please adjust my bill to my prior 6 month average. Apparently everything is corrected now since my usage is back to 9 gallons and we should not have this problem again. I paid the bill for the last month's 9 gallon usage but I was told not to pay the 35 gallon bill until we worked this out

Mark Cohen

805 W. 10th Street, Suite 100

Austin, Tx. 78701

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