

TO: Lindsay Koskiniemi, City Manager
FROM: K. Jones, Utility Billing Manager
CC: K. Wilson, Director of Finance and Personnel Services
RE: Statement of events for utility account at 1621 Milian Circle

At the end of September 2023 Vicki Milian was put on the consumption audit due to a high consumption of 219 which equals to 21,900 gallons for the period of 8/18/2023 to 9/19/2023. When I received the consumption audit sheet back on 9/26/2023 PW indicated there was a leak on her side of about 1 gallon per minute. Vicki Milian signed the water leak agreement to keep her water on while PW was on site.

On 9/27/2023 Vicki Milian called, and I put in a work order. The work order was addressed to Shea and asked him to try and help pinpoint where the leak was. She also mentioned turning the water off at the house and seeing if the flow rate was still visible. Notes came back stating they turned the water off at the house and the flow rate persisted which indicated the leak being on the service line somewhere. Task #26791150, which is attached.

On 10/11/2023 Vicki Milian called and spoke with Jennifer which resulted in a work order with questions about an 811. Task #26988710, which is attached.

On 10/23/2023 Mrs. Milian received an adjustment of \$94.68 making her bill \$35.84.

On 11/1/2023 Mr. Milian came in and paid for a water tap and hired plumbers to have a new water service line ran. The water tap was installed, the meter was changed, but we kept the same module attached. I do not recall the date, but I do remember within this time Mrs. Milian called in asking Tex to hold off on turning the water back on because the plumbers broke the line or something along those lines.

On 11/3/2023 The service line passed inspection. Task #27267572, which is attached.

On 1/3/2024 Mrs. Milian called in asking to have her meter checked because her bill was still high. I put in a work order and PW went out and found no indications of a leak. I called her and told her the findings and by the end of the call she requested for Tex to come out and speak to her. I spoke to Tex and he said they were going to change her meter and module again. Task #28100917, which is attached.

On 1/5/2024 Mrs. Milian called and spoke to Jennifer. Jennifer put in a work order for Tex to contact Mrs. Milian. On 1/11/24 notes said they would be out next Tuesday 1/16/24 to change the meter and module.

Task #28129423, which is attached.

On 1/18/2024 Mrs. Milian came into City Hall, expressed her concerns, and asked for reimbursement for all the bills this past year. (Back to Jan. 2023) I informed her that would be a request she would need to send City Manager as I cannot approve that. I told her we would be changing the meter and module this week and then we would observe.

On 1/16/24 we were closed due to bad weather. On 1/17 & 1/18 the computer had an active billing session. They went out to change the meter and module on 1/19/24.

Task #28336090, which is attached.

I don't believe Mrs. Milian needs reimbursement for bills from Jan 2023 to August 2023. When I pull her account history there are multiple months with over 40 consumption. Her service line ran through three different properties and was extremely long. Considering the drought over the summer and age of the line a crack is very likely. After we changed the meter and moved the module to the new line the leak stopped so I don't think it was a 'fake' leak. As for the high usage I am not able to say exactly where it's going or what its being used on. She is trying to compare her situation to a situation she claims to have happened in the past in which someone's meter was apparently counting in fast forward. She will not name who she is referring to nor do I know anything about it.

Mrs. Milians Tesla Net meter has been responding regularly so I do not believe things are inaccurate. I agree our next step is to change the module and monitor for a couple of weeks. If the high usage persists, then I would say the water is being used. We will have a better idea after we have usage readings to compare after this current cycle is complete on 2/15/2024.

Respectfully Submitted,

K. Jones

Utility Billing Manager

