

Hi John Millard,

I would like to be put on the agenda to appeal my water bill for both May and June 2019 for the next Tenino City council meeting. I would also be willing to meet if anyone has questions. Today I came back to the office to ask what the status of a credit was, and was told Troy is not willing to give me a credit and that I needed to appeal to the council.

I received bills for \$642.10 and \$802.00 respectively May & June 2019 which are extremely high. I was told I had a leak, so I read my meter immediately upon returning from vacation (June 14) and have read it every day multiple times daily to monitor the meter. Each meter reading is documented by both video and pictures. I found no leaks after extensive search so cannot account for the 9,501.479 gallons daily that supposedly went thru my meter the first 14 days of June. Nor can I account for the 3,392.536 gallons daily that supposedly went thru my meter in the month of May. Additionally, a leak of this magnitude would show my meter spinning, whereas each time my water was turned off my videos show my meter is completely stationary. I even tested it by running a very slow faucet and it made my meter move, but quit when I turned it off.

I have been monitoring and graphing my meter usage since December 2006, almost 13 years. The current meter was installed January 2008.

Troy indicates that the ONLY way a meter can count usage is, if water is actually going thru it. I realize that this is the industry norm. But perhaps there is another explanation. Maybe someone was stealing my water (again that's a lot of water stealing) and unlikely since I have 6 foot wooden fence surrounding my property. But how can either scenarios be proven? However, no leaks were found, and upon return from vacation my meter is behaving normally and was not turning when no water was on. The only explanation is the meter behaved badly. There is no evidence that indicates it was water usage or a leak. My data is supported and graphed by the attached Excel spreadsheet which I have kept since 2006.

Unusual usage has occurred 7 times since installation of this meter (was installed Jan 2008):

1. October 2008, usage registered 8,210 cf (or 61,417 gallons) Was told I must have used that much water, so I just paid the bill thinking well maybe I did. Next month bill was normal again. I was home entire month, no explanation of high usage. No leak found.
2. August 2011, usage registered 8,324 cf (or 62,268 gallons) of water, which was the result of a severe leak in my green house. Fixed right away, bill normal next month.
3. May 2014, usage not on bill, which I noted that Tenino credited large amount, no leak found, normal usage next month. However, Ending meter reading April 2014 is the same as Beginning of June 2014. How is that possible, where is May's reading?
4. March 2015, usage registered 10,384 cf (or 77,678 gallons) of water, Tenino said I had leak, water turned off most of April after bill rec'd while I was on vacation, found and leak fixed 05/06/15 upon return and water turned on again. I received credit for \$130.46, next month bill normal again.
5. May 2019, usage registered 14,059 cf (or 105,169 gallons) of water. Tenino said I had leak. Was on vacation 05/23/19 to 06/13/19, however upon return, no leak found.

6. June 2019, usage registered 18,519 cf (or 138,532 gallons) of water. Upon return and daily meter reading, discovered usage for 06-01 to 06/14 was 17,782.28 cf (or 129,280 gallons) for first 14 days (or 9,501.479 gallons/day)

I came to the office immediately on Friday June 14, but no one there at that time to talk to.

Returned the following Tuesday and spoke with Troy and Denise. No one disputed my claim, but kept saying it is what it is. Denise said that Troy would look at it before I take it to the council and see what could be done.

7. June 14 to June 30 monitored meter reading several times a day for each type of usage (lawn watering cycle for 154 minutes, laundry, toilet flushing, etc.) and used only 1,061 cf (or 567 gallons) avg daily. No abnormal readings rest of month.

5 times in the past 8 years where that has been unexplained activity on this meter. And only 2 leaks found and fixed immediately.

Additionally during this last occurrence:

1. I live alone, and I was on vacation from 05/23/19 thru 06/13/19 (21 days).
2. My sprinkler system was tested and turned on for the first time this year on May 21, 2019. It ran exactly 5 times from May 21 to May 31.
3. My sprinkler system ran 6 times from June 1st to June 13, 2019.
4. Checked under house in all 3 crawl spaces, which is lined with black plastic and there was no water anywhere.
5. Each sprinkler watering cycle accounts for approximately 1,718.874 gallons of water or 229.78 cf.
6. Tenino Police did wellness checks on my house while I was on vacation and found no unusual activity while I was away (as noted by my phone call to Sgt. S. Sharp). I have used them several times while on extended vacation.
7. My lawn care comes every Wed as does my house cleaner. Neither noticed anything unusual regarding water usage.

Other facts to consider:

1. I overpay my water bill (\$200/month) all year whereby accumulating a small credit each month to offset my summer water usage.
2. My credit the end of April was \$341.58 and was completely wiped out by May billing.
3. My average May usage over 12 years is only 1,188.42 average cf (or 8,890 gallons) monthly

4. My average June usage over 13 year is only 2,578.62 cf monthly (or 19,289 gallons). In hotter June months this reading has averaged about 4000 cf (or 29,922 gallons), which has occurred 4 times in 13 years.

Explanation of Attached Excel file which has 4 tabs:

1. Meter Reads tab is actual data from billings. Graphs on right side are for both \$\$ paid and usage calculations.
2. Payment Reconciliation tab is where I track my overpayments and balance to billings each month.
3. Daily Meter Readings tab is where I started tracking my meter readings daily after receiving May's bill. There are videos and pictures date/time stamped for each meter reading on my phone.
4. Credit Request tab is how I calculated what credits I am seeking from the City and why.

Resolution seeking:

1. Would like meter replaced since I believe it to have been unreliable in past periods.
2. Would like credit of \$986.35 (calculations supported by credit request tab in Excel file) which I feel is fair due to an unexplained and faulty reading on this meter.

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