

CRESCENTA VALLEY WATER DISTRICT

2700 Foothill Boulevard
La Crescenta, California

Agenda for the
Adjourned Regular Meeting of the Board of Directors
of the Crescenta Valley Water District
to be held on Tuesday, March 26, 2024, at 7:00 p.m.

Posted: Friday, March 22, 2024 at 7:00 p.m.

This meeting will be conducted in person at the address listed above. Members of the public may also participate virtually by using a touchtone phone. You may select any of the following phone numbers (there are more than one for increased reliability during this time of increased phone traffic)

(669) 900-6833

(346) 248-7799

(929) 205-6099

(253) 215-8782

(301) 715-8592

(312) 626-6799

Then, enter Access Code: 872 5900 0937

Those members of the public who are able to and would like to additionally participate through computer may access the Zoom audio & video conferencing tool available at the following link:

<https://us02web.zoom.us/j/87259000937>

If there is a disruption of service, this meeting will continue without remote participation. The remote participation option is provided as a convenience to the public and is not required.

Public comment may be made either by emailing comments ahead of the meeting or by speaking over the phone. Emailed comments will be sent to the Board of Directors prior to the meeting and posted on the District's website. Comments may be sent to Customer Service, at (818) 248-3925 or customerservice@cvwd.com by 3pm on March 26, 2024.

Any person may make a request for a disability-related modification or accommodation needed for that person to be able to participate in the public meeting by contacting the District by phone or in writing at the above email address. Requests must specify the nature of the disability and the type of accommodation requested. A telephone number or other contact information should be included so that District staff may discuss appropriate arrangements. Persons requesting a disability-related accommodation should make the request with adequate time before the meeting for the District to provide the requested accommodation.

Any written materials distributed to the Board in connection with this agenda will be made available at the same time for public inspection at the District office located at the above address and posted on the District's website.

Call to Order and Determination of Quorum

Pledge of Allegiance

Adoption of Agenda

Public Comments

At this time, the public shall have an opportunity to comment on any non-agenda item relevant to the subject matter jurisdiction of the Board. This opportunity is non-transferable, and speakers are limited to one three-minute (3) comment. Under the provisions of the Brown Act, the Board is prohibited from taking action on items not listed on the agenda, except under certain circumstances.

Foothill Municipal Water District Report

Report on activities at Foothill Municipal Water District.

Consent Calendar

1. Consideration and approval of the Minutes of the of the Board Workshop on February 26, 2024 and the Regular Board Meeting on March 12, 2024.
2. Ratification of Board Compensation for February 2024.

Action Calendar

1. **Appeal of High Bill at 3333 Community** – Consideration and possible action to grant a request for relief from a high water bill by owner Heba Alfi (tenant Kelley Ramzi).
2. **Appeal of High Bill at 4642 Briggs** – Consideration and possible action to grant a request for relief from a high water bill by tenant Brendan Collins.
3. **Grant-Funding – Identification of Opportunities and Strategy to Pursue** – Discuss the District’s focus on pursuing grant-funding opportunities, including engagement with a grant-funding specialist.
4. **Advanced Metering Infrastructure (AMI) Consideration for Program Acceleration** – Discuss the possibility of accelerating the District’s AMI program, including program benefits, opportunities, costs, and other considerations.

Information Items

Written Communications to District/Board of Directors

General Manager’s Report

Attorney Report

Reports of Committees

- Engineering and Operations Committee
- Finance Committee
- Employee Relations Committee

- Policy Committee
- Community Relations/Water Conservation Committee
- Emergency Planning Committee
- Technology Committee

Directors' Oral Reports – Reports on issues, meetings, or activities attended by Directors.

Board Members' Request for Future Agenda Items

Closed Session

Conference with Legal Counsel – Existing Litigation -

(Paragraph (1) of subdivision (d) of Section 54956.9)

Name of case: *Plone Trust, et al. v. Kalousd Pandazos, et al.*, Los Angeles Superior Court Case No. 21STCV19845; and *Perry Lazar, et al. v. County of Los Angeles, et al.*, Los Angeles Superior Court Case No. 22STCV34822

Adjournment



**CRESCENTA VALLEY WATER DISTRICT
REGULAR MEETING, BOARD OF DIRECTORS
March 12, 2024**

Pursuant to the order of the Board of Directors of the Crescenta Valley Water District made at the Adjourned Regular Meeting on February 27, 2024, a Regular Meeting was held on March 12, 2024, at 7:00 p.m. at the District office at 2700 Foothill Blvd., La Crescenta, California and through audio and video conference. A call-in number was clearly noted on the meeting Agenda, posted in accordance with the Brown Act, with President Sharon Raghavachary presiding.

At roll call, the following Directors and staff members were present or online:

Directors:

**James D. Bodnar
Kerry D. Erickson
Jeffery W. Johnson
Sharon S. Raghavachary
Jennifer T. Valdez**

Attorney:

Thomas Bunn

General Manager:

James Lee

**Interim Director of Engineering
and Operations:**

Brook Yared

**Interim Director of Finance and
Administration:**

Arturo Montes

Staff Members:

**Patrick Atwater, Regulatory & Public Affairs Manager
Tessa Allmon, Customer Service Lead
Elias Sebhatu, Senior Engineer
Adam Sutphin, Senior Management Analyst
Darlene Telles, Operations and Maintenance Manager**

Guests:

**Frank Colcord, Foothill Municipal Water District
Albert Cohen, Loeb & Loeb**

PLEDGE OF ALLEGIANCE

Mr. Colcord opened the meeting by leading the Directors and staff in reciting the Pledge of Allegiance.

Mr. Bunn requested that the closed session item of the March 12, 2024 Agenda take place earlier in the meeting schedule.

ADOPTION OF AGENDA

It was moved by Director Bodnar, seconded by Director Johnson, and carried by a 5-0 vote that the Agenda for the Regular Meeting of March 12, 2024, be adopted with the modification to discuss the closed session items after the consent calendar.

PUBLIC COMMENTS – None

FOOTHILL MUNICIPAL WATER DISTRICT REPORT – Mr. Colcord announced that the lower Colorado River Basin states, which include California, Nevada, and Arizona submitted their proposal to the Bureau of Reclamation regarding the post-2026 management of the Colorado River. Mr. Colcord stated that the Bureau of Reclamation is currently drafting the environmental impact statement that defines how the river water will be managed starting in 2027. The proposal submitted by the lower river basin states includes 1.5M acre feet (A/F) per year of water conservation on the river to make up for a structural deficit that currently exists. The proposal also included an additional 4.5M A/F of reductions that will address climate related issues in the river basin. The first 1.5M A/F of water reductions are proposed to be done by the three (3) lower states, the additional 4.5M A/F of reduction are proposed to be shared by all states that feed off of the Colorado River Basin. The Upper Colorado River states have also submitted their proposal. Mr. Colcord shared that a presentation will be given at the next Metropolitan Water District (MET) Board meeting to review the proposals from the upper and lower Colorado River Basin states.

CONSENT CALENDAR

It was moved by Director Johnson, seconded by Director Bodnar and carried by a 5-0 vote to approve the Minutes of the Regular Board Meeting held on February 27, 2024, and the Special Board Meeting held on March 7, 2024.

CLOSED SESSION – No reportable action.

ACTION CALENDAR

Ballot for Special District LAFCO Voting Member – Mr. Lee stated that at the January 23, 2024 Board meeting, the Board supported Director Raghavachary's nomination as a candidate for the LAFCO Special District Voting Member.

Following discussion:

It was moved by Director Bodnar, seconded by Director Erickson, and carried by a 5-0 vote to cast the District's ballot for Sharon S. Raghavachary for the LAFCO's Special District Voting Member.

Resolution No. 792 – Appointment of Board Secretary – Mr. Lee stated that with the appointment to General Manager of James Lee, who previously served as the Board Secretary, the Board needs to appoint a succeeding Secretary to the Board. Mr. Lee stated that Mr. Montes recently assumed the position of Interim Director of Finance and Administration and has been prepared to serve in the Board Secretary position.

Following discussion:

It was moved by Director Erickson, seconded by Director Johnson and carried by a 5-0 roll call vote to appoint Arturo Montes as Secretary to the Board through the adoption of Resolution No. 792.

AYES: **Director Bodnar**
 Director Erickson
 Director Johnson
 Director Raghavachary
 Director Valdez

NOES: **None**

Fleet Replacement – Ms. Telles stated that during the course of the fiscal year, Unit No. 25 (2008 Ford F-650) developed a \$20,000-\$30,000 mechanical issue and that staff determined that the O&M team could manage repairs and emergencies with the remaining dump truck (Unit No. 18) on a short-term basis. Ms. Telles shared that shortly thereafter, Unit No. 18 presented mechanical and maintenance issues which also show costly repairs. Ms. Telles provided quotes for replacing the vehicles with new vehicles at a cost of \$114,000 per vehicle. Ms. Telles also provided quotes for two (2) low mileage used trucks totaling \$140,000, after being negotiated down from \$164,000..

Following discussion:

It was moved by Director Bodnar, seconded by Director Valdez and carried by a 5-0 vote to authorize the General Manager to purchase two used dump trucks in the amount of \$154,350, inclusive of sales tax.

INFORMATION ITEMS – CV Weekly, February 29th “News From the CVWD”.

WRITTEN COMMUNICATIONS TO DISTRICT – None

GENERAL MANAGER – Mr. Lee announced the following work anniversaries for the month of March: Raymond Dodge, Pam Leddy, Siaki Mortenson, Tessa Allmon, and Ruben Hernandez.

ATTORNEY REPORT – No report.

REPORTS OF COMMITTEES

Engineering & Operations Committee – Director Bodnar reported that the Committee had not met; however, a meeting will be scheduled for as needed.

Finance Committee – Director Raghavachary reported that the Committee had met not met; however, a meeting will be scheduled as needed.

Employee Relations Committee – Director Valdez reported that the Committee had not met; however, a meeting will be scheduled as needed.

Policy Committee – Director Bodnar reported that the Committee had not met; however, a meeting will be scheduled as needed.

Community Relations/Water Conservation Committee – Director Raghavachary reported that the Committee had not met; however, a meeting will be scheduled as needed.

Emergency Planning Committee – Director Johnson reported that the Committee had not met; however, a meeting will be scheduled as needed.

Executive Committee – Director Raghavachary reported that the Committee had not met; however, a meeting will be scheduled as needed.

Technology Committee – Director Erickson reported that the Committee had not met; however, a meeting will be scheduled as needed.

DIRECTORS' ORAL REPORTS

Director Bodnar – Attended the Southern California Water Dialogue meeting on February 28th.

Director Erickson – No report

Director Johnson – No report

Director Raghavachary – No report

Director Valdez – No report

BOARD MEMBERS REQUESTS FOR FUTURE AGENDA ITEMS – None

ACTION CALENDAR

ADJOURNMENT

There being no other business to come before the Board, at 7:55 p.m., the meeting was adjourned to March 26, 2024, at 7:00 p.m.

APPROVED

Sharon S. Raghavachary
President

Arturo Montes
Board Secretary

Director Compensation Report

February 2024



<u>Name</u>	<u>Date</u>	<u>Meeting/Event</u> *
Director Bodnar	2/13/2024	Regular Board Meeting
	2/15/2024	Policy Committee Meeting
	2/27/2024	Adjourned Board Meeting
	2/29/2024	Board Workshop

Director Erickson	2/13/2024	Regular Board Meeting
	2/15/2024	Policy Committee Meeting
	2/27/2024	Adjourned Board Meeting
	2/29/2024	Board Workshop

Director Johnson	2/9/2024	Ad Hoc Committee
	2/13/2024	Regular Board Meeting
	2/23/2024	Ad Hoc Committee
	2/27/2024	Adjourned Board Meeting
	2/29/2024	Board Workshop

Director Raghavachary	2/6/2024	Finance Committee Meeting
	2/8/2024	Community Relations Committee Meeting
	2/9/2024	Ad Hoc Committee
	2/12/2024	Ad Hoc Committee
	2/13/2024	Regular Board Meeting
	2/20/2024	Finance Committee Meeting
	2/27/2024	Adjourned Board Meeting
	2/29/2024	Board Workshop

Director Valdez	2/6/2024	Finance Committee Meeting
	2/8/2024	Community Relations Committee Meeting
	2/13/2024	Regular Board Meeting
	2/20/2024	Finance Committee Meeting
	2/27/2024	Adjourned Board Meeting
	2/29/2024	Board Workshop

* Compensation of \$125 per meeting

CRESCENTA VALLEY WATER DISTRICT

BOARD OF DIRECTORS - STAFF REPORT

Action Item No. 1
March 26, 2024

To: Honorable President and Members of the Board of Directors
From: Arturo Montes - Interim Director of Finance and Administration
Subject: Appeal of a High Water Bill at 3333 Community

ACTION ITEM:

Consideration and possible action to grant a request for relief from a high water bill by owner Heba Alfi (tenant Kelley Ramzi).

BACKGROUND:

Heba Alfi is the owner of the property located at 3333 Community Avenue. On October 5, 2023, the District's Customer Service Field Representative, David Rawlings, was sent to check the property's meter. The District's protocol is to check meters for customers as a courtesy when meter reads are higher than historical averages. Staff discovered a significant leak at a rate of 3 gallons/minute. Staff then downloaded usage data from the meter and contacted the customer to meet them at the property. On October 16, 2023, Ms. Alfi informed Customer Service Lead Tessa Allmon, that her plumber found a leak in her toilet related to the flush tank and repaired it.

The three-year average usage for the August through September, and October through November bi-monthly billings is 18 units, which falls within Tier 2. Total consumption in Tier 3 for the two subject bills was 164 units and 11 units, respectively. For similar circumstances in the past, the Board has directed staff to recalculate the bill(s) in question, providing relief by charging Tier 2 rates for all consumption billed at the Tier 3 rate. In this case, the Tier 2 rate would be applied to the 175 total units billed at Tier 3. Staff has prepared a sample recalculation which shows that the additional relief for the period would be \$794.50. Staff is authorized to apply up to a \$300 adjustment in such cases, and this has already been applied to the account. If the Board were to apply past practices, the total relief granted would be \$1,094.50.

8/01/2023 to 9/30/2023 Period

	Original Billing	Recalculated Billing
Tier 1 - 10 units @ \$5.96	\$59.60	\$59.60
Tier 2 - 16 units @ \$11.09	\$177.44	\$177.44
Tier 3 - 164 units @ \$15.63	\$2,563.32	\$1,818.76
Subtotal	\$2,800.36	\$2,055.80
Billing Adjustment		\$744.56
Staff Adjustment		\$300.00
Credit		\$1,044.56

10/01/2023 to 11/30/2023 Period

	Original Billing	Recalculated Billing
Tier 1 - 10 units @ \$5.96	\$59.60	\$59.60
Tier 2 - 16 units @ \$11.09	\$177.44	\$177.44
Tier 3 - 11 units @ \$15.63	\$171.93	\$121.99
Subtotal	\$408.97	\$359.03
Billing Adjustment		\$49.94
Staff Adjustment		
Credit		\$49.94
Staff-Authorized Credit Already Applied:		\$300.00
Additional Credit Requested:		\$794.50
Total Credit:		\$1,094.50

RECOMMENDATION

Staff recommends that the Board consider Ms. Alfi's appeal for additional relief.

Prepared by:



Tessa Allmon
Customer Service Lead

Submitted by:



Arturo Montes
Interim Director of Finance
and Administration

Attachment(s):

1. Customer bills
2. Service request – follow-up
3. Meter download analysis
4. Customer leak adjustment letter

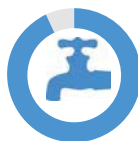
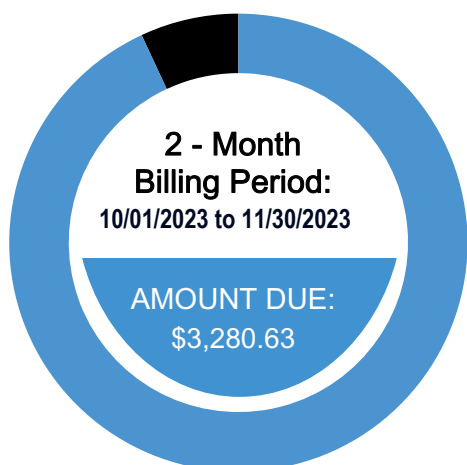
g:\management\board meeting staff reports\2024\03-26-24 board memo - Appeal of High Water Bill at 3333 Community.docx



UTILITY SERVICES STATEMENT - TWO - MONTH BILLING PERIOD

CRESCENTA VALLEY WATER DISTRICT • 2700 FOOTHILL BLVD • LA CRESCENTA CA 91214-3590

Customer Name	Account Number	Service Address	Billing Date	Due Date
Ramzi Kelley	035605-000	3333 Community	11/30/2023	UPON RECEIPT



WATER

\$ 477.49



Utility Tax

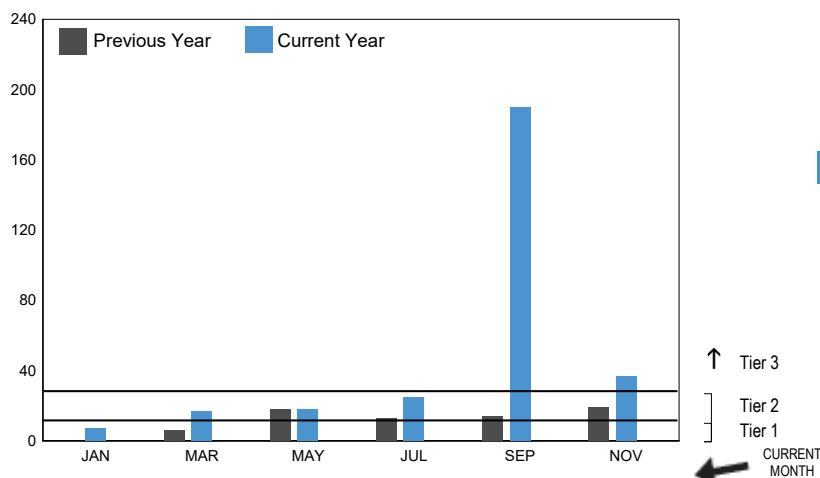
\$ 33.43

MESSAGE CENTER

Online payments just got more secure! Coming in Fall, CVWD will be upgrading the online payment portal. Be on the look out for more information.

Please join us for "Office Hours" at the La Crescenta Library on Wednesday, January 17th from 5:30-7pm. The District will be hosting a session with staff and leadership for you to ask, learn, and share.

USAGE HISTORY



WATER USAGE INFORMATION

METER #: 79750739

METER SIZE: 3/4"

Days of Service	Previous Read	Current Read
~60	854	891
	Prev Year Usage (Units)	Current Usage (Units)
	19	37

1 Unit = 1,000 gallons

PAY ONLINE AT: www.cvwd.com



**CRESCENTA VALLEY
WATER DISTRICT**
2700 FOOTHILL BLVD
LA CRESCENTA CA 91214-3590

ACCOUNT INFORMATION

ACCOUNT NUMBER: 035605-000
SERVICE ADDRESS: 3333 Community

CSQ1211A 1169 1 AV 0.498
7000001234 00.0006.0211 1169/1



RAMZI KELLEY
3333 COMMUNITY
LA CRESCENTA CA 91214-2555

CURRENT CHARGES	PAST DUE BALANCE	AMOUNT DUE
\$510.92	\$2,769.71	\$3,280.63
DUE UPON RECEIPT		AMOUNT PAID

Additional Information on Reverse

Please Make Checks Payable and Remit to



CRESCENTA VALLEY WATER DISTRICT
2700 FOOTHILL BLVD
LA CRESCENTA, CA 91214-3590

Previous Activity

Last Bill:	\$3,069.71
Payment:	\$0.00
Adjustments:	-\$300.00
Past Due Amount:	\$2,769.71
Fees and Fines	\$0.00

Billing Detail

WATER



Water Service Charge	68.52
Water Usage Charges	
Tier 1 - 10 x \$5.96 (Basic Usage 0-10 Units)	59.60
Tier 2 - 16 x \$11.09 (Average Usage 11-26 Units)	177.44
Tier 3 - 11 x \$15.63 (High Usage - 27 + Units)	171.93
Total Water	\$477.49

UTILITY TAX



Glendale Tax	33.43
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TOTAL AMOUNT DUE: **\$3,280.63**

A Late fee will be assessed 45 days after the billing date if payment has not been received.

IF ANY OF THE FOLLOWING HAVE CHANGED PLEASE FILL IN BELOW:

Mailing Address _____

Home Phone _____

Work Phone _____

Cell Phone _____

Email Address _____

CRESCENTA VALLEY WATER DISTRICT

2700 FOOT HILL BOULEVARD
LA CRESCENTA, CALIFORNIA 91214

BILLING INQUIRIES: (818) 248-3925
OFFICE HOURS: MON - FRI 7:30 AM - 4:00 PM
24 HR. EMERGENCY #: (818) 248-3925

FOR MORE INFORMATION
VISIT OUR WEB SITE AT
www.cvwd.com

CUSTOMER INFORMATION

METER READINGS

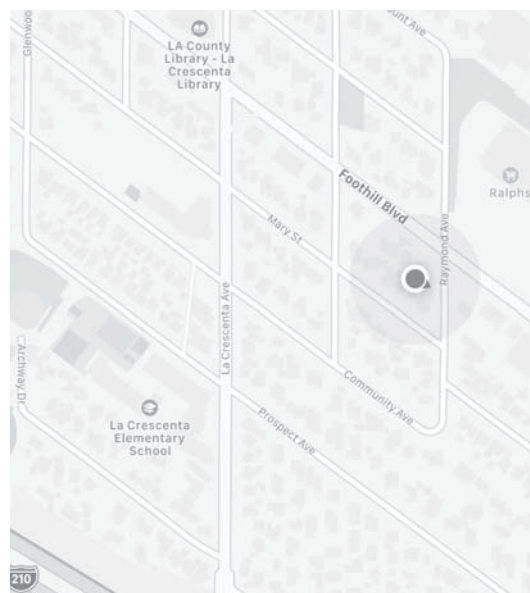
Safe access to the meter helps us provide you with accurate billing. The water meter is the property of Crescenta Valley Water District and within a public easement. Please DO NOT construct anything near, over or around the meter that would interfere with regular access by CVWD employees. All vegetation must be controlled so as not to obstruct or cover the meter box. Hazardous materials (solvent, oil, paint, etc.) may not be placed in the meter box as they may contaminate the water.

WHEN YOU NEED OUR METER TURNED OFF

Please call our office anytime you need our meter turned off. This service is available at no charge 24 hours a day, 7 days a week. A Service Representative will be dispatched out to turn the meter off. When you are ready to have the water turned back on, just call our office again. Please DO NOT turn off our meter. Should you attempt to turn off our meter and cause damage, you will be charged any necessary repairs.

CWVD is responsible for the water line in the street and for the water line to our meter. We also maintain the valve, meter box and lid. Any repair past our meter towards the property is the customer's responsibility.

If you have a dispute regarding the billing you may notify the District within 30 days of receipt.



CVWD
allmm

Utility Billing
Service Request Form

Attachment
10/16/2023 - 4:26 PM

Request Number: 000102-10-2023
Account Number: 035605-000

Last Updated By: allmm
On: 10/16/2023

Account Status: Active

Name: RAMZI KELLEY
Billing Address: 3333 COMMUNITY
LA CRESCENTA, CA 91214

Home Phone:
Business Phone:
Cell Phone:

Service Address: 3333 COMMUNITY

Request Date: 10/16/2023
Request Description: Down load meter/Check for leak

Owner said the plumber changed the toilet parts. So wants to see if unusual usage registers at the meter.

Service Date: 10/23/2023

Water/Gas Meters	Route-Seq	Serial No	Register ID	MXU ID	Manufacturer	Model No	Reading
Existing Water Meter	04-0705	79750739			Ipearl	Ipearl.754	854
	Read Dt	Cons	No Of Digits				
	9/30/2023	190	4				

Location: 3'W OF TREE

EVOL-4

Comments:

NO leak.

MR=0886264

Follow up needed?

yes (no)

Serviced By:

D. Lawling

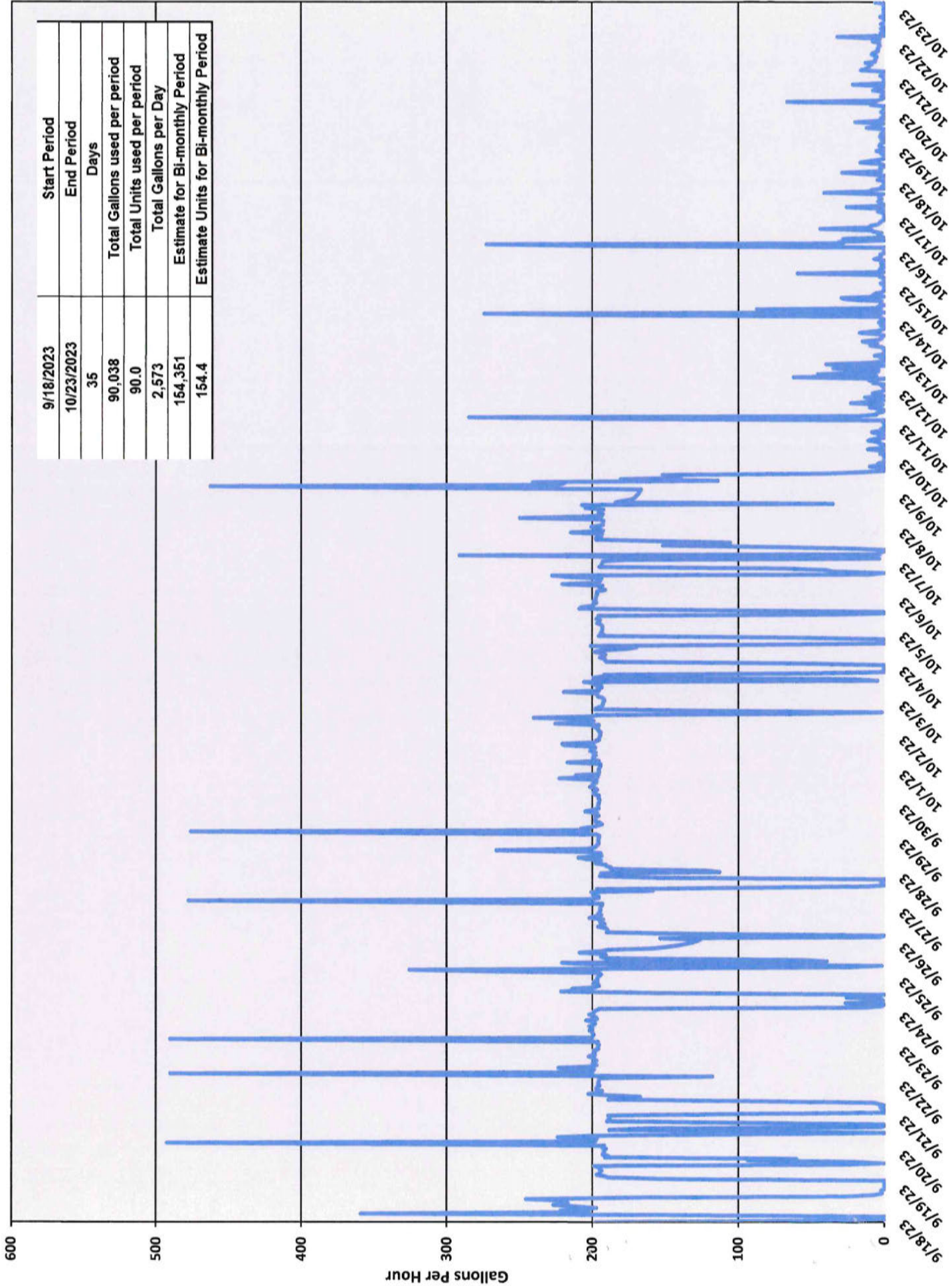
Date:

10/23/23

Time:

9:30 am

Water Use for 3333 Community from 09/18/23 to 10/23/23



November 6, 2023

Crescenta Valley Water District
2700 Foothill Blvd.
La Crescenta, CA 91214

RECEIVED

NOV 07 2023

CRESCENTA VALLEY
WATER DISTRICT

Dear Mr. Lee,

I am writing as a follow up to your letter dated October 25, for our request for a billing reduction for account 035605-000 in the amount of \$3,069.71. I would like to start by thanking you for your quick response to my previous letter dated October 25, 2023.

We understand that a one-time \$300.00 reduction and/or the payment plan is a standard consideration for CVW, however this brings the bill to \$2,769.71, which is still excessively high. We are asking CVW to please re-visit our specific situation and take into consideration that billing us at TIER 3 is excessive for a leak that was not detectable and was only brought to our attention by CVW after the billing cycle closed, and once brought to our attention was repaired immediately.

At this time, we are kindly requesting CVW to reduce the rate we are being charged for the billing period from 8/1/23 to 9/30/23 and adjust it to a TIER 1 rate. We believe that under these circumstances it is fair to ask for a billing rate reduction that reflects our usual rate for our typical water consumption.

Thank you in advance for your consideration, we look forward to hearing back from CVW and are hopeful that we can reach a fair resolution.

Sincerely,



Heba Alfi
(Homeowner)





Crescenta Valley Water District

2700 Foothill Boulevard, La Crescenta, California 91214

Phone (818) 248-3925 Fax (818) 248-1659

Directors

Judy L. Tejada
James D. Bodnar
Kerry D. Erickson
Jeffery W. Johnson
Sharon S. Raghavachary

Officers

James Lee
General Manager

October 25, 2023

Ramzi Kelley
3333 Community Avenue
La Crescenta, CA 91214

RE: Account No. 035605-000

Dear Customer,

We have reviewed your account and problem with excessive water consumption causing a high billing for water service for your residence. I am replying to your request for assistance in the form of an adjustment.

While payment for all water consumption provided through your meter is your responsibility, the District recognizes your efforts to correct the cause of the water loss and is agreeable to a one-time adjustment. This adjustment normally consists of a 50% reduction of all water in excess of normal usage for the periods involved. However, the credit is limited to amount not to exceed \$300.00. Therefore, we have credited your account for **\$300.00**. Your new account balance is \$2,769.71. You can contact Customer Service if you would like a payment arrangement or if you have any questions.

Please remember that the District has provided a **one-time adjustment** only as has been communicated to you, and future billings for water, even though they may be large, will be your responsibility.

Sincerely,

CRESCENTA VALLEY
WATER DISTRICT

A handwritten signature in blue ink, appearing to read "James Lee", is written over a horizontal line.

James Lee
General Manager

DATE: 10/25/23

TO: Crescenta Valley Water District

RE: Request for Reduction in Water Bill Due to Water Leak

ACCT: 035605-000

RECEIVED

OCT 25 2023

CRESCENTA VALLEY
WATER DISTRICT

My name is Heba Alfi, homeowner for 3333 Community Ave, and I am writing to request a reduction in the recent water bill for the billing period of 8/1/23 to 9/30/23, which has an excessive charge of \$3,069.71.

This excessive charge was due to an undetected water leak that was brought to our attention after the end of the billing cycle. I am requesting the adjustment in the bill to reduce the charge to reflect our typical water usage at the property due to the following:

1. The nature of the leak was not something we were able to detect. It was not audible or visible to the tenant. We took immediate action to investigate and remedy the situation once we were made aware of it. We only became aware of the increased water consumption when CVW contacted the tenant on October 5 and sent someone to the house to check the meter for a leak, at which time no leak was detected. We continued to investigate and on October 9, a professional plumber was able to identify a leak in the flush tank and repair it. Yesterday, it was confirmed by CVW staff that after this leak was repaired water usage returned to its normal levels.
2. I have been a homeowner here for over ten years and have always been mindful of water conservation and have never had any issues, nor have my tenants. I am aware of the multiple tier billing system, however as I understand, it is designed to encourage water conservation for intentional water usage, not to penalize the customers for undetectable and unintentional water leaks.
3. The charge of \$3,069.71 reflected in the bill is excessive and seems unreasonable. It is more than 10x the typical bill and creates undue financial hardship.

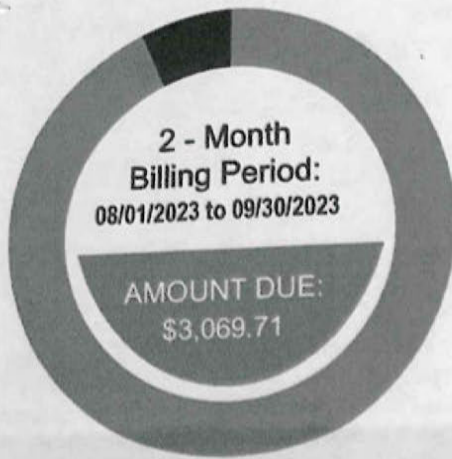
I value CVW's commitment to ensuring a fair and accurate billing process, and I hope you will take into consideration the circumstances that led to this excessive water consumption. I kindly request your assistance in reducing the water bill for the affected billing period to reflect our typical water usage per billing cycle.

Thank you in advance for taking the time to review our request and we look forward to your response.

Sincerely,



Heba Alfi
(Homeowner)



WATER

\$ 2,868.88



Utility Tax

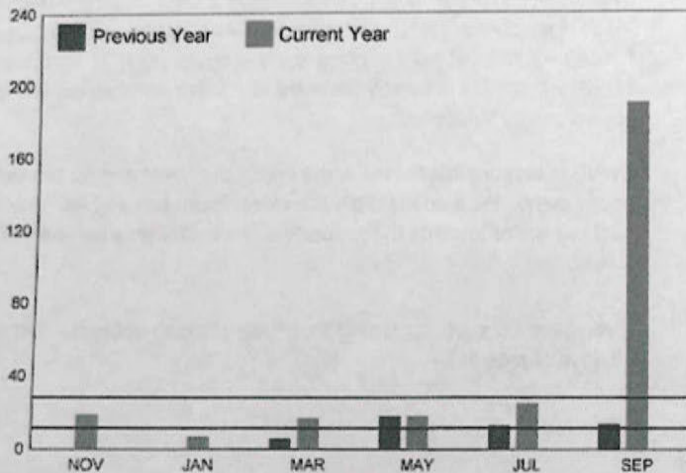
\$ 200.83

MESSAGE CENTER

Online payments just got more secure! Coming this Fall, CVWD will be upgrading the online payment portal. Be on the look out for more information.

This bill includes a change in water and wastewater rates that were part of a 3-year rate increase adopted by the Board of Directors in September of 2021.

USAGE HISTORY



WATER USAGE INFORMATION

METER #: 79750739

METER SIZE: 3/4"

Days of Service	Previous Read	Current Read
~60	664	854
	Prev Year Usage (Units)	Current Usage (Units)
	14	190
1 Unit = 1,000 gallons		

↑ Tier 3
Tier 2
Tier 1
← CURRENT MONTH

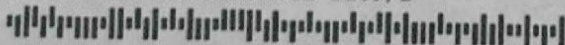


CRESCENTA VALLEY
WATER DISTRICT
2700 FOOTHILL BLVD
LA CRESCENTA CA 91214-3590

ACCOUNT INFORMATION

ACCOUNT NUMBER: 035605-000
SERVICE ADDRESS: 3333 Community

CSQ1010B 1169 1 AV 0.498
7000001235 00.0006.0211 1169/1



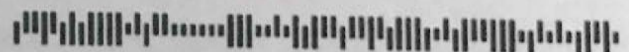
RAMZI KELLEY
3333 COMMUNITY
LA CRESCENTA CA 91214-2555

PAY ONLINE AT: www.cvwd.com

CURRENT CHARGES	PAST DUE BALANCE	AMOUNT DUE
\$3,069.71	\$0.00	\$3,069.71
DUE UPON RECEIPT		AMOUNT PAID

Additional Information on Reverse

Please Make Checks Payable and Remit to



CRESCENTA VALLEY WATER DISTRICT
2700 FOOTHILL BLVD
LA CRESCENTA, CA 91214-3590

P.O.#

NO. 39678

**DBA San Gabriel Valley Plumbing
Robert Garza, Inc.**

- SERVICE & REPAIR
- INSTALLATIONS
- NEW CONSTRUCTION
- DRAIN & SEWER CLEANING

P.O. Box 2806 San Gabriel, CA 91778
(626) 799-0077 • (323) 257-0077

Fax (626) 287-7077

- REPIPES
- REMODELS
- TROUBLESHOOTING
- SPRINKLERS

CA ST. CONT. LIC. 623253

WE ACCEPT ALL CREDIT CARDS

Date: 10-9-23

Bill To: _____
Address _____
City/Zip _____
Phone: _____

Name: 1 person
Job Address: 3333 Community
C [REDACTED]
P [REDACTED]

WORK REQUESTED[illegible]

TOTAL HOURS

MATERIALS USED	COST		MATERIALS USED	COST	
fluidmaster	14	06			
Class 3 flapper	15	10			
Get cell lever	16	40			

Invoices are due and payable upon presentation; 1 1/2% per month service charge will be added to past due accounts. We appreciate this opportunity to serve you and invite you to call us at any time. **30 DAY GUARANTEE ON SELECT JOBS**

Minimum service - one hour.

I agree to pay itemized service above.

Owner _____

Agent _____

If signing as agent, give name of principal

MATERIAL	45	54
SALES TAX	4	80
LABOR	270	00
EQUIPMENT		
MISC.		
HELPER		
TOTAL	320	34
INTEREST ADDED		
NEW BALANCE		

"PROMPT 24 HOUR EMERGENCY SERVICE"

CRESCENTA VALLEY WATER DISTRICT

BOARD OF DIRECTORS - STAFF REPORT

Action Item No. 2
March 26, 2024

To: Honorable President and Members of the Board of Directors
From: Arturo Montes – Interim Director of Finance and Administration
Subject: Appeal of a High Water Bill at 4642 Briggs

ACTION ITEM:

Consideration and possible action to grant a request for relief from a high water bill by tenant Brendan Collins.

BACKGROUND:

Brendan Collins is the tenant of the property located at 4642 Briggs. On October 20, 2023, the District's Customer Service Field Representative, David Rawlings, was sent to check the property's meter. The District's protocol is to check meters for customers as a courtesy when meter reads are higher than historical averages. At that time, staff did not identify an ongoing leak, and proceeded to produce a water bill for the customer. On December 22, 2023, staff identified a substantial usage increase from the previous billing period and had Mr. Rawlings reread the meter. Upon arrival, Mr. Rawlings identified the customer had a 15.4 gallons/minute leak. Mr. Rawlings met with Mr. Collins onsite to show him the leak and shut off his meter to prevent further water loss. Mr. Collins' meter is located at 2306 Mountain, a street north of his property. This location makes it difficult for him to detect any leaks promptly. A map of his property and meter location is provided for reference.

The three-year average usage for the October through December, and December through February bi-monthly billings is 12 units, which falls within Tier 2. Total consumption in Tier 3 for the two subject bills was 73 units and 32 units, respectively. For similar circumstances in the past, the Board has directed staff to recalculate the bill(s) in question, providing relief by charging Tier 2 rates for all consumption billed at the Tier 3 rate. In this case, the Tier 2 rate would be applied to the 105 total units billed at Tier 3. Staff has prepared a sample recalculation which shows that the additional relief for the period would be \$476.70. Staff is authorized to apply up to a \$300 adjustment in such cases, and this has already been applied to the account. If the Board were to apply past practices, the total relief granted would be \$776.70.

10/16/2023 to 12/15/2023 Period

	Original Billing	Recalculated Billing
Tier 1 - 10 units @ \$5.96	\$59.60	\$59.60
Tier 2 - 16 units @ \$11.09	\$177.44	\$177.44
Tier 3 - 73 units @ \$15.63	\$1,140.99	\$809.57
Subtotal	\$1,378.03	\$1,046.61
Billing Adjustment		\$331.42
Staff Adjustment		\$300.00
	Credit	\$631.42

12/16/2023 to 2/15/2024 Period

	Original Billing	Recalculated Billing
Tier 1 - 10 units @ \$5.96	\$59.60	\$59.60
Tier 2 - 16 units @ \$11.09	\$177.44	\$177.44
Tier 3 - 32 units @ \$15.63	\$500.16	\$354.88
Subtotal	\$737.20	\$591.92
Billing Adjustment		\$145.28
Staff Adjustment		
	Credit	\$145.28
Staff-Authorized Credit Already Applied:		\$300.00
Additional Credit Requested:		\$476.70
Total Credit:		\$776.70

RECOMMENDATION

Staff recommends that the Board consider Mr. Collins's appeal for additional relief.

Prepared by:



Tessa Allmon
Customer Service Lead

Submitted by:



Arturo Montes
Interim Director of Finance
and Administration

Attachment(s):

1. Customer bills
2. Map
3. Service request – initial
4. Service request – follow-up
5. Customer Leak Adjustment letter

g:\management\board meeting staff reports\2024\03-26-24 board memo - Appeal of High Water Bill at 4642 Briggs.docx

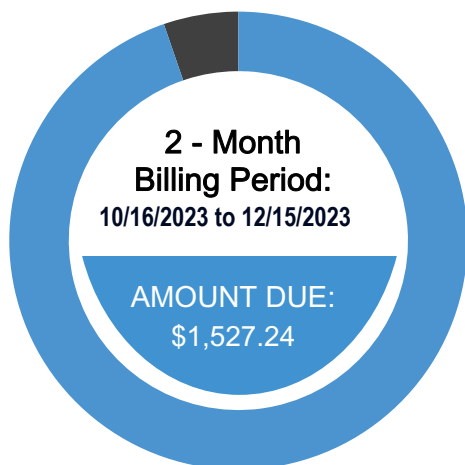


Attachment

UTILITY SERVICES STATEMENT - TWO - MONTH BILLING PERIOD

CRESCENTA VALLEY WATER DISTRICT • 2700 FOOTHILL BLVD • LA CRESCENTA CA 91214-3590

Customer Name	Account Number	Service Address	Billing Date	Due Date
Brendan Collins	034245-000	4642 Briggs	12/15/2023	UPON RECEIPT



WATER

\$ 1,446.15



SEWER

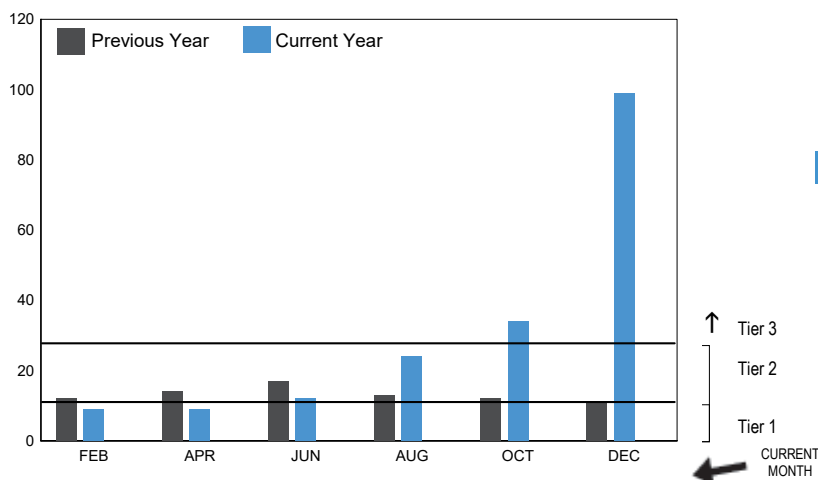
\$ 81.09

MESSAGE CENTER

Online payments just got more secure! Coming in Fall, CVWD will be upgrading the online payment portal. Be on the look out for more information.

Please join us for "Office Hours" at the La Crescenta Library on Wednesday, January 17th from 5:30-7pm. The District will be hosting a session with staff and leadership for you to ask, learn, and share.

USAGE HISTORY



WATER USAGE INFORMATION

METER #: 75182491

METER SIZE: 3/4"

Days of Service	Previous Read	Current Read
~60	594	693
Prev Year Usage (Units)	Current Usage (Units)	
	11	99

1 Unit = 1,000 gallons

PAY ONLINE AT: www.cvwd.com



**CRESCENTA VALLEY
WATER DISTRICT**
2700 FOOTHILL BLVD
LA CRESCENTA CA 91214-3590

ACCOUNT INFORMATION

ACCOUNT NUMBER: 034245-000

SERVICE ADDRESS: 4642 Briggs

CSQ1222A 1785 1 AV 0.498
7000001808 00.0008.0143 1785/1



BRENDAN COLLINS
4642 BRIGGS
LA CRESCENTA CA 91214-3107

CURRENT CHARGES	PAST DUE BALANCE	AMOUNT DUE
\$1,527.24	\$0.00	\$1,527.24
DUE UPON RECEIPT		AMOUNT PAID

Additional Information on Reverse

Please Make Checks Payable and Remit to



CRESCENTA VALLEY WATER DISTRICT
2700 FOOTHILL BLVD
LA CRESCENTA, CA 91214-3590

Previous Activity

Last Bill:	\$503.92
Payment:	\$528.92
Adjustments:	\$25.00
Past Due Amount:	\$0.00
Fees and Fines	\$0.00

Billing Detail

WATER



Water Service Charge	68.12
Water Usage Charges	
Tier 1 - 10 x \$5.96 (Basic Usage 0-10 Units)	59.60
Tier 2 - 16 x \$11.09 (Average Usage 11-26 Units)	177.44
Tier 3 - 73 x \$15.63 (High Usage - 27 + Units)	1,140.99
Total Water	\$1,446.15

SEWER



Sewer Service Charge	58.59
Sewer Flow Charge (Winter Water Usage)	22.50

Total Sewer \$81.09

TOTAL AMOUNT DUE: \$1,527.24

A Late fee will be assessed 45 days after the billing date if payment has not been received.

IF ANY OF THE FOLLOWING HAVE CHANGED PLEASE FILL IN BELOW:

Mailing Address _____

Home Phone _____

Work Phone _____

Cell Phone _____

Email Address _____

CRESCENTA VALLEY WATER DISTRICT

2700 FOOT HILL BOULEVARD
LA CRESCENTA, CALIFORNIA 91214

BILLING INQUIRIES: (818) 248-3925
OFFICE HOURS: MON - FRI 7:30 AM - 4:00 PM
24 HR. EMERGENCY #: (818) 248-3925

FOR MORE INFORMATION
VISIT OUR WEB SITE AT
www.cvwd.com

CUSTOMER INFORMATION

METER READINGS

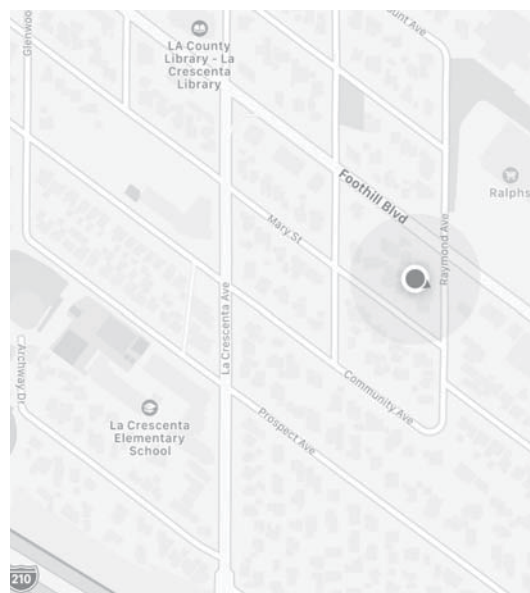
Safe access to the meter helps us provide you with accurate billing. The water meter is the property of Crescenta Valley Water District and within a public easement. Please DO NOT construct anything near, over or around the meter that would interfere with regular access by CVWD employees. All vegetation must be controlled so as not to obstruct or cover the meter box. Hazardous materials (solvent, oil, paint, etc.) may not be placed in the meter box as they may contaminate the water.

WHEN YOU NEED OUR METER TURNED OFF

Please call our office anytime you need our meter turned off. This service is available at no charge 24 hours a day, 7 days a week. A Service Representative will be dispatched out to turn the meter off. When you are ready to have the water turned back on, just call our office again. Please DO NOT turn off our meter. Should you attempt to turn off our meter and cause damage, you will be charged any necessary repairs.

CWVD is responsible for the water line in the street and for the water line to our meter. We also maintain the valve, meter box and lid. Any repair past our meter towards the property is the customer's responsibility.

If you have a dispute regarding the billing you may notify the District within 30 days of receipt.



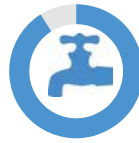
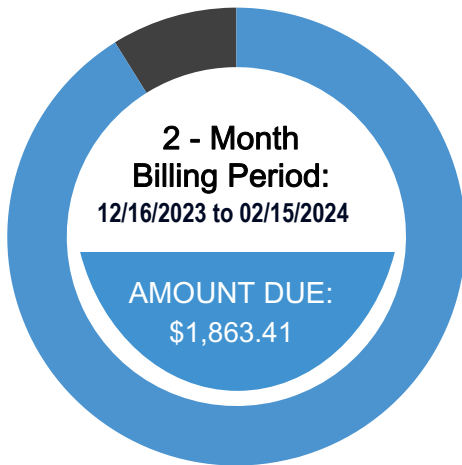


Attachment

UTILITY SERVICES STATEMENT - TWO - MONTH BILLING PERIOD

CRESCENTA VALLEY WATER DISTRICT • 2700 FOOTHILL BLVD • LA CRESCENTA CA 91214-3590

Customer Name	Account Number	Service Address	Billing Date	Due Date
Brendan Collins	034245-000	4642 Briggs	02/15/2024	UPON RECEIPT



WATER

\$ 805.32



SEWER

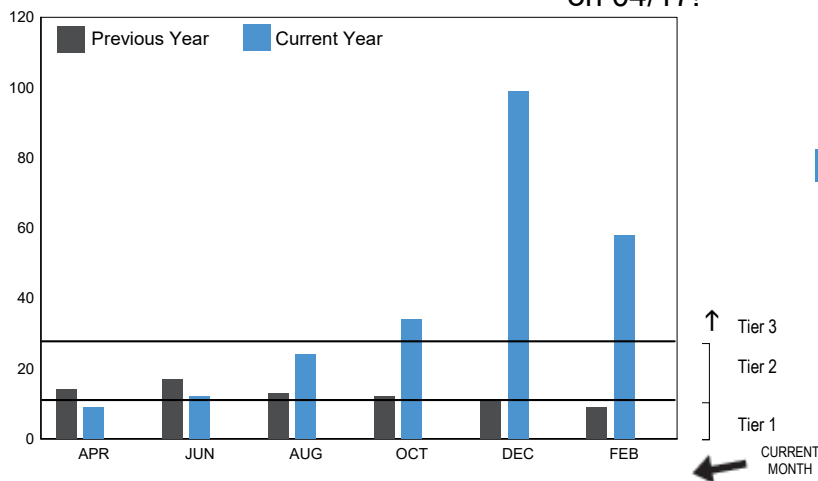
\$ 81.09

MESSAGE CENTER
ACTION REQUIRED!

All existing customers must RE-REGISTER on our new online payment portal - <https://cvwd.smartcmobile.com/portal/>

Learn about CVWD's activities over the past year!
https://bit.ly/cvwd_state_of_the_district

USAGE HISTORY



WATER USAGE INFORMATION

METER #: 75182491

METER SIZE: 3/4"

Days of Service	Previous Read	Current Read
~61	693	751
Prev Year Usage (Units)	Current Usage (Units)	
9	58	

1 Unit = 1,000 gallons

PAY ONLINE AT: www.cvwd.com



CRESCENTA VALLEY
WATER DISTRICT
2700 FOOTHILL BLVD
LA CRESCENTA CA 91214-3590

ACCOUNT INFORMATION

ACCOUNT NUMBER: 034245-000

SERVICE ADDRESS: 4642 Briggs

CSQ0227A 1849 1 AV 0.507
7000001872 00.0008.0195 1849/1



BRENDAN COLLINS
4642 BRIGGS
LA CRESCENTA CA 91214-3107

Additional Information on Reverse

Please Make Checks Payable and Remit to



CRESCENTA VALLEY WATER DISTRICT
2700 FOOTHILL BLVD
LA CRESCENTA, CA 91214-3590

CURRENT CHARGES	PAST DUE BALANCE	AMOUNT DUE
\$886.41	\$977.00	\$1,863.41
DUE UPON RECEIPT		AMOUNT PAID

Previous Activity

Last Bill:	\$1,527.24
Payment:	\$250.24
Adjustments:	-\$300.00
Past Due Amount:	\$977.00
Fees and Fines	\$0.00

Billing Detail

WATER



Water Service Charge	68.12
Water Usage Charges	
Tier 1 - 10 x \$5.96 (Basic Usage 0-10 Units)	59.60
Tier 2 - 16 x \$11.09 (Average Usage 11-26 Units)	177.44
Tier 3 - 32 x \$15.63 (High Usage - 27 + Units)	500.16
Total Water	\$805.32

SEWER



Sewer Service Charge	58.59
Sewer Flow Charge (Winter Water Usage)	22.50

Total Sewer \$81.09

TOTAL AMOUNT DUE: \$1,863.41

A Late fee will be assessed 45 days after the billing date if payment has not been received.

IF ANY OF THE FOLLOWING HAVE CHANGED PLEASE FILL IN BELOW:

Mailing Address _____

Home Phone _____

Work Phone _____

Cell Phone _____

Email Address _____

CRESCENTA VALLEY WATER DISTRICT

2700 FOOT HILL BOULEVARD
LA CRESCENTA, CALIFORNIA 91214

BILLING INQUIRIES: (818) 248-3925
OFFICE HOURS: MON - FRI 7:30 AM - 4:00 PM
24 HR. EMERGENCY #: (818) 248-3925

FOR MORE INFORMATION
VISIT OUR WEB SITE AT
www.cvwd.com

CUSTOMER INFORMATION

METER READINGS

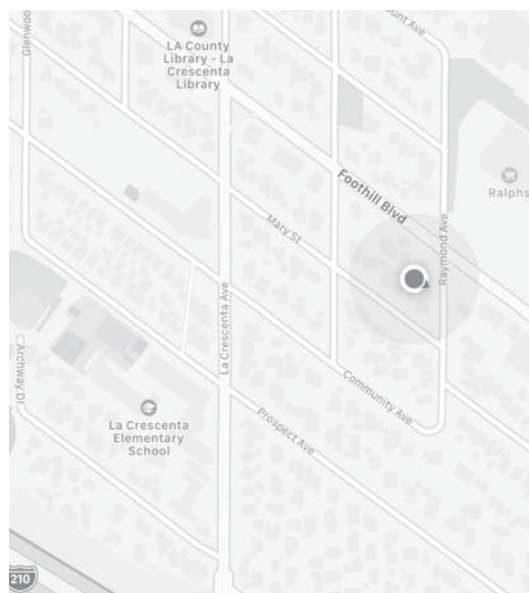
Safe access to the meter helps us provide you with accurate billing. The water meter is the property of Crescenta Valley Water District and within a public easement. Please DO NOT construct anything near, over or around the meter that would interfere with regular access by CVWD employees. All vegetation must be controlled so as not to obstruct or cover the meter box. Hazardous materials (solvent, oil, paint, etc.) may not be placed in the meter box as they may contaminate the water.

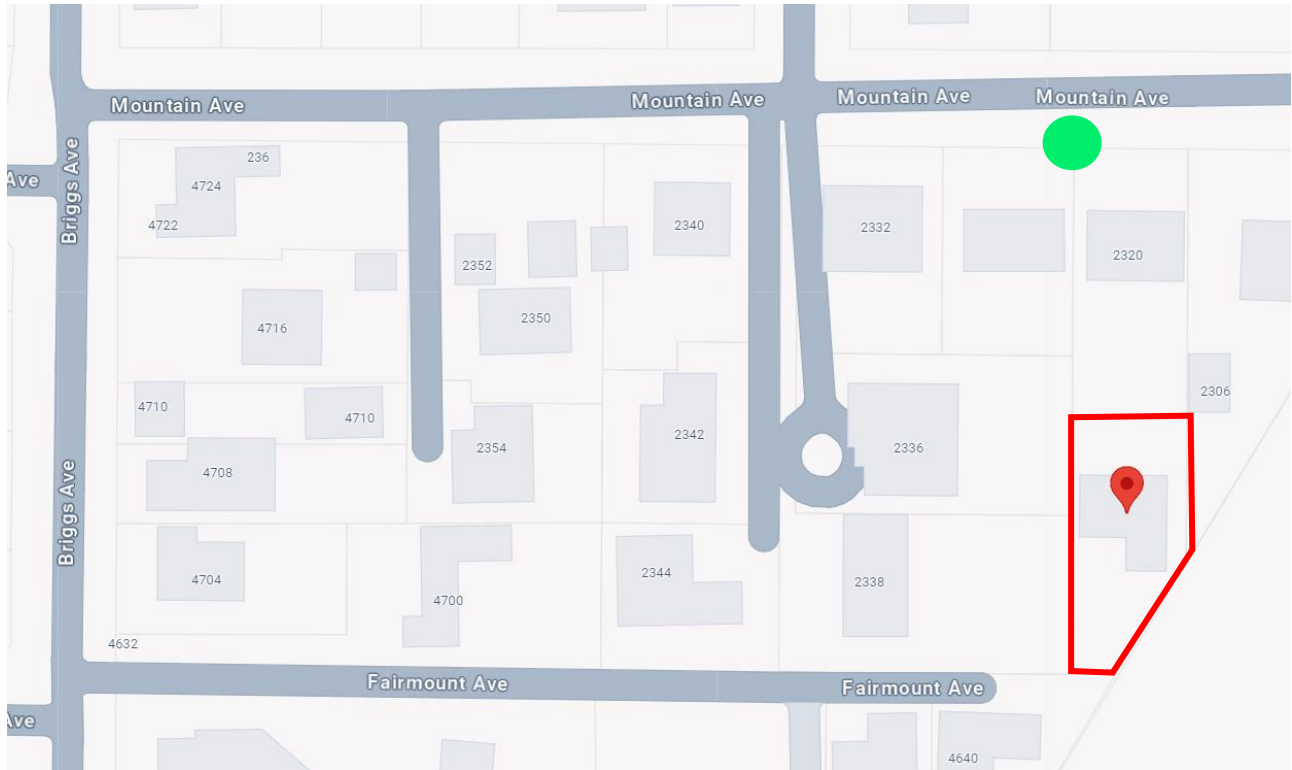
WHEN YOU NEED OUR METER TURNED OFF

Please call our office anytime you need our meter turned off. This service is available at no charge 24 hours a day, 7 days a week. A Service Representative will be dispatched out to turn the meter off. When you are ready to have the water turned back on, just call our office again. Please DO NOT turn off our meter. Should you attempt to turn off our meter and cause damage, you will be charged any necessary repairs.

CWVD is responsible for the water line in the street and for the water line to our meter. We also maintain the valve, meter box and lid. Any repair past our meter towards the property is the customer's responsibility.

If you have a dispute regarding the billing you may notify the District within 30 days of receipt.





4642 Briggs



Meter location

CVWD
allmm

Utility Billing
Service Request Form

Request Number: 000114-12-2023
Account Number: 034245-000
Last Updated By: allmm
On: 3/21/2024

Account Status: Active

Name: BRENDAN COLLINS
Billing Address: 4642 BRIGGS
LA CRESCENTA, CA 91214

Home Phone:
Business Phone:
Cell Phone:
Service Address: 4642 BRIGGS

Request Date: 12/22/2023
Request Description: Check for leak. billing high usage and mario states 15.4 gpm.
Service Date: 12/22/2023
Service Description: dave met customer and water is off rd 0740587

Water/Gas Meters	Route-Seq	Serial No	Register ID	MXU ID	Manufacturer	Model No	Reading
Existing Water Meter	S28-0420	75182491		57539862	Ipearl	Ipearl.754	751
	Read Dt	Cons	No Of Digits				
	2/15/2024	58	4				

Location: (ON MOUNTAIN) E P/L 2320 MOUNTAIN 3'Rt OF POLE

Comments:

Follow up needed? yes no Serviced By:_____ Date: _____ Time: _____

CVWD
allmm

Utility Billing
Service Request Form

Request Number: 000015-01-2024

Account Number: 034245-000

Account Status: Active

Name: BRENDAN COLLINS

Billing Address: 4642 BRIGGS
818
862
014

Request Date: 1/3/2024

Request Description: Check for leak, repairs have been made.

Service Date: 1/3/2024

Service Description: 1/3/24 - dave - no leak - rd 0742626

Last Updated By: allmm

On: 3/22/2024

Home Phone:

Business Phone:

Cell Phone:

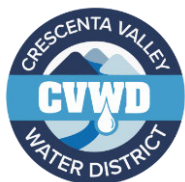
Service Address: 4642 BRIGGS

Water/Gas Meters	Route-Seq	Serial No	Register ID	MXU ID	Manufacturer	Model No	Reading
Existing Water Meter	S28-0420	75182491		57539862	Ipearl	Ipearl.754	751
	Read Dt	Cons	No Of Digits				
	2/15/2024	58	4				

Location: (ON MOUNTAIN) E P/L 2320 MOUNTAIN 3'Rt OF POLE

Comments:

Follow up needed? yes no Serviced By: _____ Date: _____ Time: _____



Crescenta Valley Water District

2700 Foothill Boulevard, La Crescenta, California 91214

Phone (818) 248-3925 Fax (818) 248-1659

Directors

James D. Bodnar
Kerry D. Erickson
Jeffery W. Johnson
Sharon S. Raghavachary
Jennifer T. Valdez

Officers

James K. Lee
General Manager

February 14, 2024

Brendan Collins
4642 Briggs Avenue
La Crescenta, CA 91214

RE: Account No. 034245-000

Dear Customer,

We have reviewed your account and problem with excessive water consumption causing a high billing for water service for your residence. I am replying to your request for assistance in the form of an adjustment.

While payment for all water consumption provided through your meter is your responsibility, the District recognizes your efforts to correct the cause of the water loss and is agreeable to a one-time adjustment. This adjustment normally consists of a 50% reduction of all water in excess of normal usage for the periods involved. However, the credit is limited to amount not to exceed \$300.00. Therefore, we have credited your account for **\$300.00**. Your new account balance is \$977.00. You can contact Customer Service to make a payment arrangement or if you have any questions.

Please remember that the District has provided a **one-time adjustment** only as has been communicated to you, and future billings for water, even though they may be large, will be your responsibility.

Sincerely,

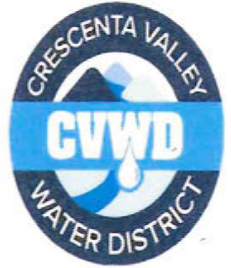
CRESCENTA VALLEY
WATER DISTRICT

A handwritten signature in blue ink, appearing to read "James Lee", is written over a horizontal line.

James Lee
General Manager

Utility Billing

Account History Report



User: allmm
Printed: 02/02/2024 - 2:27PM

Account Status: Active
Connect Date: 01/28/2020 Final Date:
Customer Name: BRENDAN COLLINS
Care Of:
Customer Address: 4642 BRIGGS
LA CRESCENTA, CA 91214

Total Account Balance: 1,527.24
Total Deposits: 0.00 Total Refunds: 0.00
Owner Name: DAVE HOLEMAN
Service Address: 4642 BRIGGS

Home Phone: (818) 862-0146 Ext: 0
Business Phone: Ext: 0
Account Number: 034245-000 Reference Number: 280370-1

Active	Description	Read Date	Reading	Consumption
Route-Sequence-Serial:	28-0420-75182491			
Install Date:	5/13/2013			
	Meter Size: .75			
		12/15/2023	693.00	99.00
		10/15/2023	594.00	34.00
		8/15/2023	560.00	24.00
		6/15/2023	536.00	12.00
		4/15/2023	524.00	9.00
		2/15/2023	515.00	9.00
		12/15/2022	506.00	11.00
		10/15/2022	495.00	12.00
		8/15/2022	483.00	13.00
		6/15/2022	470.00	17.00
		4/15/2022	453.00	14.00
		2/15/2022	439.00	12.00
		12/15/2021	427.00	12.00
		10/15/2021	415.00	16.00
		8/15/2021	399.00	18.00
		6/15/2021	381.00	16.00
		4/15/2021	365.00	16.00
		2/15/2021	349.00	14.00
		12/15/2020	335.00	12.00

3 year avg = 12,000

99 - 12 = 87,000

87 ÷ 2 = 43.50

43.50 × 15.63 = \$679.91

max credit \$300.00

Final Bill

10/15/2020	323.00	16.00
8/15/2020	307.00	15.00
6/15/2020	292.00	17.00
4/15/2020	275.00	11.00
2/15/2020	264.00	2.00
1/28/2020	262.00	0.00
12/15/2019	262.00	1.00
10/15/2019	261.00	6.00
8/15/2019	255.00	8.00
6/15/2019	247.00	5.00
4/15/2019	242.00	21.00
2/15/2019	221.00	1.00
12/15/2018	220.00	2.00
10/15/2018	218.00	4.00
8/15/2018	214.00	7.00
6/15/2018	207.00	4.00
4/15/2018	203.00	4.00
2/15/2018	199.00	4.00
12/15/2017	195.00	4.00
10/15/2017	191.00	5.00
8/15/2017	186.00	6.00
6/15/2017	180.00	6.00
4/15/2017	174.00	4.00
2/15/2017	170.00	2.00
12/15/2016	168.00	3.00
10/15/2016	165.00	7.00
8/15/2016	158.00	16.00
6/15/2016	142.00	17.00
4/15/2016	125.00	4.00
2/15/2016	121.00	3.00
12/15/2015	118.00	4.00
10/15/2015	114.00	7.00
8/15/2015	107.00	7.00
6/15/2015	100.00	6.00
4/15/2015	94.00	4.00
2/15/2015	90.00	5.00
12/15/2014	85.00	5.00
10/15/2014	80.00	11.00
8/15/2014	69.00	7.00
6/15/2014	62.00	9.00
4/15/2014	53.00	4.00
2/15/2014	49.00	6.00
12/15/2013	43.00	4.00

Tessa Allmon

From: Collins, Brendan [REDACTED]
Sent: Friday, January 26, 2024 8:21 AM
To: Arturo Montes; Customer Service
Subject: WATER LEAKAGE ADJUSTMENT 4642 BRIGGS AVENUE

Good Morning,

I am reaching out to request a leak adjustment as the water line to the home I rent broke. This has resulted in a \$1,500+ invoice with another one coming that I cannot accommodate as a renter. I can confirm that the very day this was raised by CVWD the repair was made by plumbers hired by the property manager of the home I rent.

BRENDAN COLLINS
[REDACTED]

From: Arturo Montes <AMontes@cvwd.com>
Sent: Wednesday, January 3, 2024 9:28 AM
To: Collins, Brendan [REDACTED] Customer Service <customerservice@cvwd.com>
Subject: RE: ATTN: JAMES LEE (WATER LEAKAGE 4642 BRIGGS AVENUE) \$1,527.24

You don't often get email from amontes@cvwd.com. [Learn why this is important](#)

[External Email]

Mr. Collins,

We have received your letter. I will contact you later this afternoon.

Regards,
Arturo



Arturo Montes
Finance and Administration Manager

office 818-248-3925 direct 818-236-4105
fax 818-248-1659

Crescenta Valley Water District
2700 Foothill Blvd. La Crescenta, CA 91214
www.cvwd.com

From: Collins, Brendan [REDACTED]
Sent: Wednesday, January 3, 2024 8:47 AM
To: Customer Service <customerservice@cvwd.com>
Subject: ATTN: JAMES LEE (WATER LEAKAGE 4642 BRIGGS AVENUE) \$1,527.24
Importance: High

Mr. Lee,

I am reaching out as I am a renter at 4642 Briggs Avenue in La Crescenta CA. I was alerted to a water leak week before Christmas and turns out there was a line break. I have since received a \$1,527.24 bill that I have NO ABILITY TO COVER. My normal bill in December is \$200 or so and very simply I live paycheck to paycheck to live in this neighborhood and with such an exorbitant expense that was at no fault of my own I need this to be addressed. The broken water line does not fall on my own property and was fixed on my neighbor's yard. I need a call back to speak with you please as I must stress, I am a renter and HAVE NO FUNDS FOR THIS. I must reiterate that this charge is CATASTROPHIC. This is not used water this is spewed water in another neighbor's yard where the line for this house broke. It was explained that the best possible restitution is a \$300 credit which would leave me the equivalent of paying for half a years' worth of water and at best in payment plans which would ensure my need to cancel recurring activities for my kids to pay for water that spewed from my neighbor's yard. Please reply at earliest convenience as this bill is literally crushing and at no fault of my own or my family.

BRENDAN COLLINS
[REDACTED]

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Tessa Allmon

From: Collins, Brendan <[REDACTED]>
Sent: Friday, January 26, 2024 8:23 AM
To: Arturo Montes; Customer Service
Subject: PAYMENT PLAN REQUEST - 4642 BRIGGS AVENUE

In follow up to my previous email request for leakage adjustment I am also reaching out for purposes of a payment plan. With the existing \$1,500 invoice and from what I understand is another very large bill expected in February I cannot accommodate these exorbitant charges that were not mine.

BRENDAN COLLINS
Client Arrangements Manager
[REDACTED]

From: Arturo Montes <AMontes@cvwd.com>
Sent: Wednesday, January 3, 2024 9:28 AM
To: Collins, Brendan <[REDACTED]> Customer Service <customerservice@cvwd.com>
Subject: RE: ATTN: JAMES LEE (WATER LEAKAGE 4642 BRIGGS AVENUE) \$1,527.24

You don't often get email from amontes@cvwd.com. [Learn why this is important](#)

[External Email]

Mr. Collins,

We have received your letter. I will contact you later this afternoon.

Regards,
Arturo



Arturo Montes
Finance and Administration Manager

office 818-248-3925 direct 818-236-4105
fax 818-248-1659

Crescenta Valley Water District
2700 Foothill Blvd. La Crescenta, CA 91214
www.cvwd.com

From: Collins, Brendan <[REDACTED]>
Sent: Wednesday, January 3, 2024 8:47 AM
To: Customer Service <customerservice@cvwd.com>

Subject: ATTN: JAMES LEE (WATER LEAKAGE 4642 BRIGGS AVENUE) \$1,527.24

Importance: High

Mr. Lee,

I am reaching out as I am a renter at 4642 Briggs Avenue in La Crescenta CA. I was alerted to a water leak week before Christmas and turns out there was a line break. I have since received a \$1,527.24 bill that I have NO ABILITY TO COVER. My normal bill in December is \$200 or so and very simply I live paycheck to paycheck to live in this neighborhood and with such an exorbitant expense that was at no fault of my own I need this to be addressed. The broken water line does not fall on my own property and was fixed on my neighbor's yard. I need a call back to speak with you please as I must stress, I am a renter and HAVE NO FUNDS FOR THIS. I must reiterate that this charge is CATASTROPHIC. This is not used water this is spewed water in another neighbor's yard where the line for this house broke. It was explained that the best possible restitution is a \$300 credit which would leave me the equivalent of paying for half a years' worth of water and at best in payment plans which would ensure my need to cancel recurring activities for my kids to pay for water that spewed from my neighbor's yard. Please reply at earliest convenience as this bill is literally crushing and at no fault of my own or my family.

BRENDAN COLLINS

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CRESCENTA VALLEY WATER DISTRICT

BOARD OF DIRECTORS - STAFF REPORT

Action Item No. 3
March 26, 2024

To: Honorable President and Members of the Board of Directors
From: James Lee – General Manager
Subject: **Grant-Funding – Identification of Opportunities and Strategy to Pursue**

ACTION ITEM:

Discuss the District's focus on pursuing grant-funding opportunities, including engagement with a grant-funding specialist.

BACKGROUND AND DISCUSSION:

The District has historically pursued grant-funding opportunities to lower the net cost of projects and initiatives. Grant eligibility is often based on whether the project represents new construction/technology or serves disadvantaged communities ("DAC"). There are no DAC census tracts in the District's service area, and the District's assets are virtually built out. Still, the District has enjoyed successes in the last five years such as with the Federal Emergency Management Agency (FEMA) Local Hazard Mitigation Program and the US Bureau of Reclamation grant for large AMI meters. More recently, the District was awarded the Carl Moyers grant, the funds for which are slated to go toward heavy equipment replacement.

Today, there are historic amounts of funding from the Bipartisan Infrastructure Law and Inflation Reduction Act. Based on this and more recent opportunities and developments, it is prudent for the District to place a greater emphasis on pursuing grant opportunities –

- Availability of funds – There are more opportunities now than is typical, particularly with Federal grant-issuing agencies and with LA County, particularly Measure W for stormwater capture.
- Availability of partnerships – The District's pursuit of regional and other partnerships is yielding rapidly maturing relationships. In the absence of DAC census tracts, partnerships vastly increase the competitiveness of grant submissions. Various grant opportunities call for partnerships with different types of entities, ranging from nonprofits and local agencies to larger agencies and coalitions. The District is successfully cultivating relationships on all fronts, with an example of a recent submission to Metropolitan Water District in partnership with Foothill MWD, Pasadena WP, Glendale WP, and the California Data Collaborative, along with numerous influential support letters.
- Need for alternative sources of water supply – There is no doubt that whether because of the increasing cost of water or the future availability of water supply, agencies including the District need to continue pursuing alternative sources of water supply whether stormwater capture, new wells, recycled water, additional infrastructure to facilitate water transfer agreements, etc. The District has a clearer vision, greater influence and partnerships as described above, and more administrative capacity than in the past. Additionally, there is momentum in the broader water/wastewater community that supports greater viability of such projects.
- Value of service provided – The District has heard through community events such as the office hours at the library or the recent public opinion survey that one of the two primary issues that customers are interested in is the District's pursuit of grants. It would be good to be responsive to a sentiment that decreases costs both in the short term (lower cost of projects) and long term

(lower cost of water). There is also an opportunity to lower the costs of meeting anticipated regulations such as with clean air and decarbonization requirements.

In order to identify, monitor, and strategize around the vast landscape of funding opportunities, the District evaluated a number of prominent grant specialist companies and recently engaged with Kennedy Jenks to provide the District with strategic planning and administrative support.

Staff will complement this service with no-cost services recently made available through LA County, Metropolitan WD, and the California Community Foundation. The combined efforts are anticipated to provide a very high return on time and cost investment.

This item is a placeholder for discussion to share staff's current efforts and to receive guidance from the Board.

RECOMMENDATION

N/A.

Prepared and Submitted by:

A handwritten signature in blue ink, appearing to read "James Lee", is written over a horizontal line.

James Lee
General Manager

Attachment(s): none

g:\management\board meeting staff reports\2024\03-26-24 board memo - Grant Funding.docx

CRESCENTA VALLEY WATER DISTRICT

BOARD OF DIRECTORS - STAFF REPORT

Action Item No. 4
March 26, 2024

To: Honorable President and Members of the Board of Directors
From: James Lee – General Manager
Subject: **Advanced Metering Infrastructure – Considerations for Program Acceleration**

ACTION ITEM:

Discuss the possibility of accelerating the District's AMI program, including program benefits, opportunities, costs, and other considerations.

BACKGROUND:

Advanced Metering Infrastructure (AMI) is a technology and process that automates meter reading and provides customers real-time usage about their water usage. Water purveyors typically make the investment to adopt AMI based on providing value to customers whose leaks can be detected earlier, encouraging conservation by providing real-time information on water usage, and reducing demand for meter reader labor.

The District was one of the earlier movers with the technology, having planned the effort since before 2010 and installing its first AMI-capable meters in 2012 (iPerl meters manufactured by Sensus). The primary components of the AMI system and process include:

1. Meter + meter box, including meter installation ("iPerl", manufactured by Sensus)
2. Meter lid, specialized to accept a radio and also accommodate better reception between the meter and the communications network
3. Radio, which connects the meter to the communications network
4. Communications network, which accepts data from the meter radios and interfaces with an online portal, accessible to customers and customer service

Due in part to insufficiency of funds over the years, the program has been implemented piecemeal since 2012. Over the last approximately 12 years, the District has utilized partial capability of the meters to download water usage information within 60 days to help determine leaks and, in many cases, the cause, source, and duration of leaks. More recently, the District has completed the installation of AMI meters for virtually all connections. It has also implemented the communications network with approximately 400 meters communicating through the network.

The current plan is to complete the remaining components of the AMI program over the next 4-5 years.

DISCUSSION:

A number of discussions and other reasons have developed over the last several months for considering an accelerated AMI program. The opportunities are as follow:

- Value of services provided – Based on the recently completed public opinion survey, there is an opportunity to better connect the rates that customers pay with the value of services they receive – e.g. being able to detect leaks earlier. Providing a modern technology also provides customers an elevated experience that an increasing volume of customers are expressing their expectation for.

- Monthly billing – The District’s practice of bi-monthly billing is not standard, and there are a number of reasons that the District needs to move to monthly billing now or over time:
 - Lower periodic bills – Most of the District’s customers pay for two months of services for two utilities, and monthly billing would provide the benefit of more lower periodic bills.
 - Water-budget rate structure – The District is moving toward a water-budget rate structure, currently targeted for implementation by July 2025. Since weather fluctuates and the associated outdoor component of the water budget fluctuates throughout the year, a monthly billing cadence is much more appropriate for water-budget based rates.
 - Financial projections – More data points during the year would also significantly improve the ability to project year-end water sales during the year and planning for future-year water sales.
- Operational – There are a number of operational gains from the frequency and granularity of data that AMI affords, ranging from utilizing GIS better to supplementing a hydraulic model.
- Life cycle of existing meter installations – The first Sensus iPerl meters were installed 10+ years ago. The batteries are warranted for up to 22 years, and accelerating the program allows the District to capture more value from those meters that have about half of their battery life left.

Staff is evaluating a potential path to completion within approximately the next 18 months, contingent on the supply chain for key materials, ahead of implementing a water-budget rate structure. Some areas of evaluation include cost, certainty of supply (radios, meter lids etc.), and continuing to monitor the growing pilot program, particularly on the customer engagement end of the AMI life cycle. The current expectation in terms of time and cost should the District move forward is 15-18 months for project completion with a budget of just under \$2.0 million. The current budget has approximately \$680K allocated to AMI, leaving \$1.3 million for next year’s budget.

This item is a placeholder for discussion to share staff’s current efforts and to receive guidance from the Board with respect to evaluating the various considerations detailed above.

RECOMMENDATION

N/A.

Prepared and Submitted by:



James Lee
General Manager

Attachment(s): none

CVWD Defers Rate Increase

The Crescenta Valley Water District (CVWD) conducted a public opinion survey in February and after considering concerns within the community about utility rates has decided to delay rate increases.

In a statement sent to customers, CVWD stated, "While future increases will be necessary to keep pace with growing costs, CVWD is committed to creating more efficiencies, maximizing state and federal dollars, and increasing public education about our infrastructure investments.

Neighboring water agencies are experiencing historic rate increases of 15% or more each year over the next five years, reflecting regional trends in infrastructure needs, regulatory compliance, and resource availability."

Office Hours, presenting Pipeline Investments, will be held on April 17 at the La Crescenta Library, 2809 Foothill Blvd. in La Crescenta-Montrose from 5:30 - 7 p.m. For more information, email customerservice@cvwd.com or call (818) 248-3925 or visit www.cvwd.com.

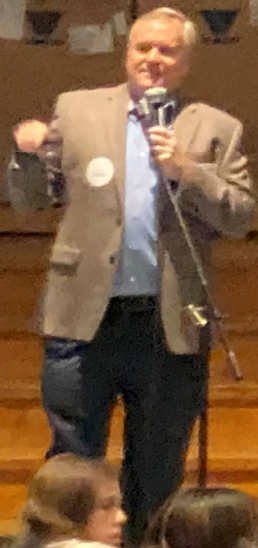


Our Planet's Water





Our Planet's Water



CRESCENTA VALLEY WATER DISTRICT

General Manager Report

GM Report

March 26, 2024

To: Honorable President and Members of the Board of Directors
From: James Lee, General Manager
Subject: General Manager Report

General Manager's Report Topics:

- Wind event
- Benefits Fair
- Discovery
- Field Maintenance & Operations Report – February 2024
- Engineering Report – February 2024
- April Spring Fling – Friday, April 12th: Glenwood, at 4pm

STAFFING

5 employees have a work anniversary in March: Raymond Dodge – 31 years; Pam Leddy – 22 years; Siaki Mortenson – 8 years; Tessa Allmon – 6 years; Ruben Hernandez – 2 years.

As of March 21st, the District has gone 94 days without a lost time accident.

GENERAL MANAGER ACTIVITIES

Meetings:

Managers Meeting(s)	- March 18 th , March 25 th
Kinneloa Irrigation District	- March 13 th
Foothill Agencies Managers Meeting	- March 13 th
Leadership Academy, 2 nd Session	- March 14 th
Foothill MWD Board Meeting	- March 19 th
All-Hands Staff Meeting	- March 21 st
Valley County WD	- March 21 st
Rosemont Preserve Event	- March 23 rd
Las Virgenes MWD	- March 25 th

Submitted by:



James Lee
General Manager

Field Maintenance and Operations Report

January 2024

0

Water Main Repairs

12

Water Service
Repairs: 2 Replacements: 10

0

After Hours Leaks/Repairs

0'

Sewer Maintenance
Clean: 0' Inspect: 0' Reports: 0

- **Field Maintenance Projects**

- * D-23-46 – install three 1" water services (2941 Mary)
- * R & R three 4" fire hydrants - \$7,800 savings
- * Pothole 5000 block Humphrey – pipeline CIP consideration
- * Oceanview – assist production with Booster C repairs

- **Operations Report**

- * Oceanview – install rebuilt Booster C
- * Reservoir & Well Site Annual DDW inspections
- * Encinal – Safety staircase installation
- * Glenwood – Patio construction

- **Electrical/Telemetry**

- * E-962 & E-939 – integration build with Apex – Edmund II & Shields
- * Meter Testing – pump efficiency & production flow testing at Rosemont, Cresta Heights, Eagle Canyon and Goss Canyon

- **Wastewater**

- * Lift Station Visits: 4 (De-rag pumps, check valves & add degreaser)

Field Maintenance and Operations Report

January 2024

Days without a lost-time incident: **44**

120+

Water Quality Samples w/ additional
PFOS monitoring samples

105

Valves

Replace: 0 Exercise: 105 Install: 0

53

Fire Hydrant Maintenance

Rebuild: 7 Replace: 3 Inspect: 43

1

Water Meter Replacement

¾": 0, 1": 0, 1.5": 0, 2": 0, 3": 1, 4": 0

- **Training/Cross Training**
 - * Fire hydrant rebuild training
 - O&M crew
- **Events**
 - * None to report
- **New Certification**
 - * None to report
- **Safety**
 - * Forklift Refresher

Engineering Report

March 26, 2024
Staff Report

To: Honorable President and Members of the Board of Directors
From: Brook Yared, M.S., P.E. – Interim Director of Engineering & Operations
Subject: Engineering Report – February 2024

1. **Water Production Report**

- February 2024 – Water production – 74%/26% split – 67.6 MG for the month
- Average use – 16.5% less than 2023 and 23.2% less than 5-yr average

• **Rainfall Update**

- 11.86” for February 2024
- Rainfall Total for WY 2023/24 – 18.16”

• **Engineering Update - Water**

• **FY 23/24 Capital Improvement Project**

- Goss Canyon #2 Reservoir Rehabilitation
 - Under Construction – Structural Improvements
- Paschall Booster B
 - New Vertical Turbine Pump and Motor Assembly Installation – Early April
 - Installation planned for early March
- LADWP-CVWD Emergency Interconnection
 - Construction being scheduled
 - DDW Supply Permit revision request
- Ramsdell Mixing Station/Pressure Reducing Station – Scheduling Construction
- Conversion to Chloramination
 - No Report
- Mills Aeration Tower Replacement Design – Scoping visit with Harper Engineering – March 22, 2024

• **FY 22/23 Capital Improvement Project**

- 2600 & 2700 Blocks of Orange Ave
 - Continued negotiations

• **3000 & 3100 Blocks of Montrose Ave (E-1067)**

- Anticipated Completion – April 26, 2024

• **Transfer of Services to Glendale Water and Power (E-1051)**

- GWP scheduling lateral installation
- CVWD to follow up with abandonments

• **AMI Customer Engagement Portal**

- Approximately 7,026 radios and lids to install/replace
- Currently 86 customers are waiting to be configured for the Customer Engagement Platform
- 451 are active on the Customer Engagement Platform
- 130, ¾ & 1-inch meters including laterals to replace

- **Replacement of Supervisory Control and Data Acquisition (SCADA) System**
 - Project Schedule – April 2022 to April 2024
 - Site Hardware installation and implementation complete week of March 5, 2024
 - Remaining work
 - Document all control strategies
 - Server and software update
- **Well 2**
 - Site improvements and monitoring plan being implemented
- **Engineering Update - Wastewater**
 - Wastewater Master Plan
 - WWMP Final Draft Review – March 27, 2024
- **Grant Program**
 - Water Recycling Grant
 - Resubmitting schedule based on award date
 - Additional Grant Funding being pursued
 - New Backhoe – Carl Moyer Grant – Pending final contract
 - USBR Small-Scale Water Efficiency Grant 2022 – 3” & 4” Meters – Construction and implementation complete, March 29, 2024. Punchlist items being developed
 - USBR Small-Scale Water Efficiency Grant 2022 – 1-½” Meters – Requesting 1st project extension
 - Cal OES – New emergency generators and seismic feasibility study – All projects are funded and the grant opportunity is now closed.
 - Stormwater Capture Project at Crescenta Valley County Park – No report
- **Developer Projects**
 - On hiatus
 - 3037/3043 Foothill – Pending payment of materials and inspection estimates.
 - 4360 Ocean View – 7 units – Pending Reconciliation and Transfer
 - 4521 Briggs/2413 Foothill – New 81 units
 - 2341 Mira Vista – New 4 Units
 - 2434 Foothill – New 31 units
- **FMWD**
 - No Report

CRESCENTA VALLEY WATER DISTRICT

WATER PRODUCTION REPORT

February 1 - February 29, 2024

Well Production:	45,085,080	Gals		
GWP Production:	4,154,000	Gals		
Gravity Production:	1,112,190	Gals	% GW	74%
FMWD:	16,544,339	Gals		
City of Glendale:	732,831	Gals	% Import	26%
TOTAL:	67,628,440	Gals		
	207.54	ac-ft		

Glenwood Nitrate Water

Reclamation Plant:*

0

*Included in Well Production

WATER DEMAND COMPARISON

Time Period	Average Daily Usage (gals)	Current Period Change
February 1 - February 29, 2024	2,264,450	
February 1 - February 28, 2023	2,711,440	-16.5%
5-yr Average - February 2019 - 2023	2,950,190	-23.2%

RAINFALL: February 1 - 29, 2024

11.86"

Season-To-Date:

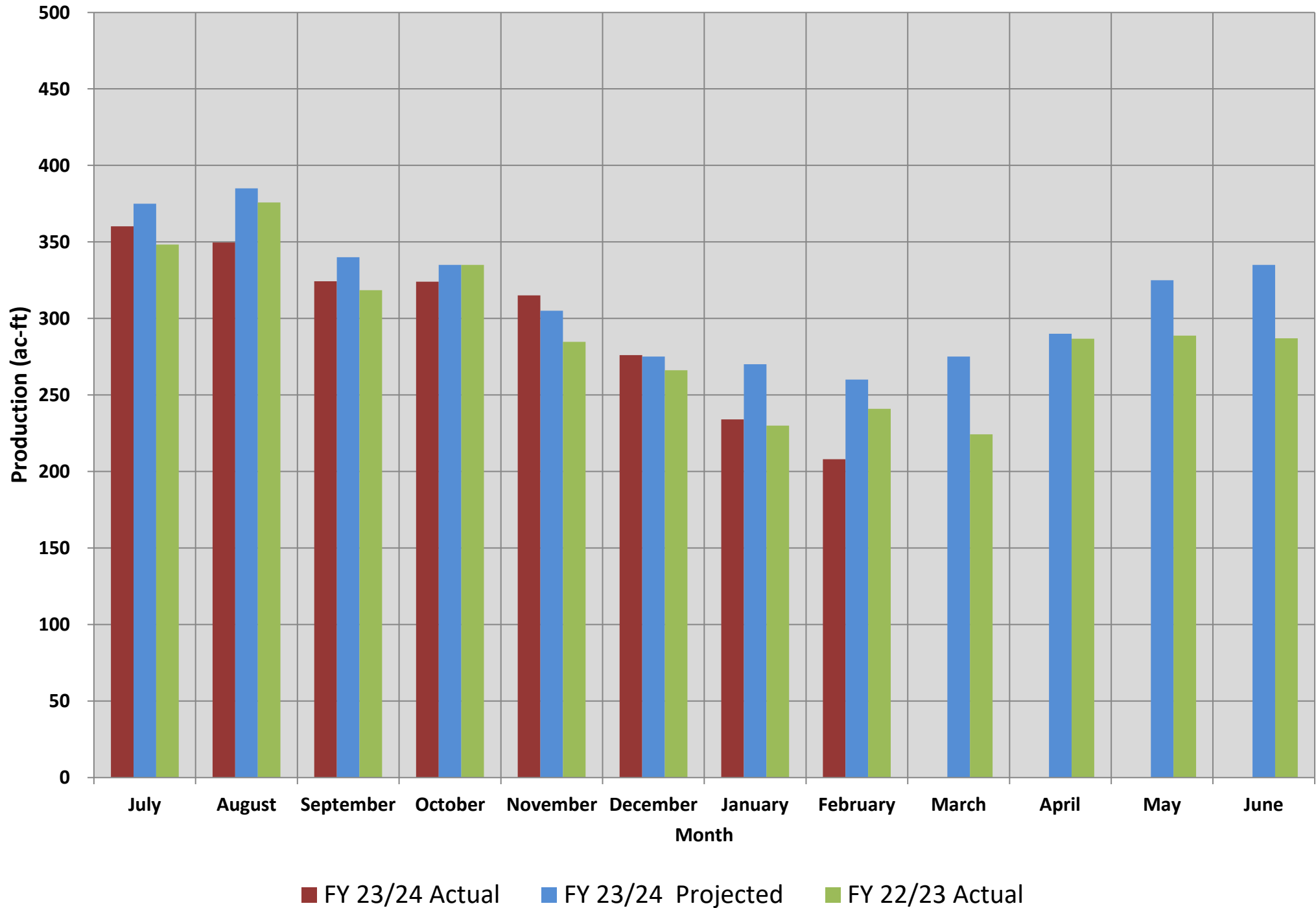
18.16"

2023/24 Fiscal Year Water Production			WY 23/24 - Groundwater Production Water Rights		GWP (Well 16) Water Production - 2024		Purchased Water Production Tier 2 Allocation 2024	
Month	Actual Total Water Production (ac-ft)	Projected Total Water Production (ac-ft)	Month	Month	Month	Well Production (ac-ft)	Month	Imported Water Production (ac-ft)
July	360	375	October	160	January	13	January	79
August	350	385	November	168	February	13	February	53
September	324	345	December	169	March		March	
October	324	340	January	142	April		April	
November	315	305	February	142	May		May	
December	276	275	March		June		June	
January	234	245	April		July		July	
February	208	240	May		August		August	
March		260	June		September		September	
April		260	July		October		October	
May		300	August		November		November	
June		320	September		December		December	
Total to Date	2,391	2,510	Total to Date	781	Total to Date	26	Total to Date	132
Projected	3,531	3,650	Water Rights	3,294			Tier 2	2,154
% of Projected	65.5%	68.8%	% of Rights	24%			% of Allocation	6%
Remaining	1,259	1,140	Remaining	2,513			Remaining	2,022

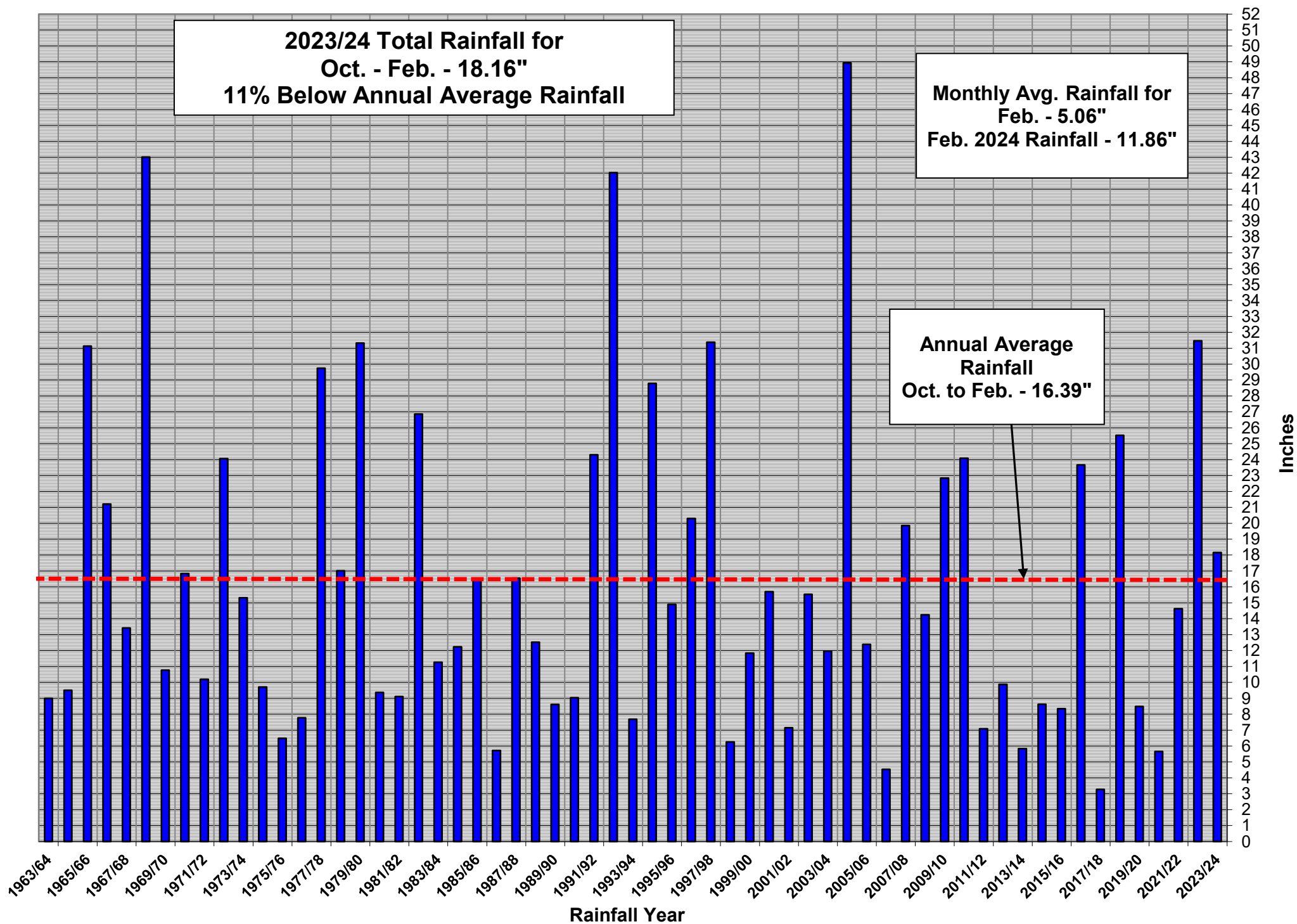
NOTE:

1) Blue Numbers = Estimated Water Production

Monthly Water Production: FY 23/24 Actual, FY 23/24 Projected & FY 22/23 Actual



Monthly Rainfall - 1963/64 - 2023/24 (Oct. 1 - Feb. 29)



CVWD Daily Average Wastewater Discharge and Strength
October 1, 2000 - February 29, 2024

