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OCT 10 2017

CLERK OF THE BOARD

October 10, 2017

David and Lorie Booth
22848 Elk Trail East
Redding, Ca 96003
Account Number-0006917.0

Re: Water usage penalty from Shasta County Public Works

We are formally appealing the usage penalty we received dated September 15. Ordinance No. 719 limits us to 225 gallons of water a day due to operational costs exceeding revenues for several years (stated in your letter).

Dave and I have 6.2 acres on Elk Trail East; we have lived there for 17 years. We have a well with a holding tank but have had problems in the past so we were glad to hook up to CSA #6 and be able to have another source of water and most importantly a fire hydrant close by for safety purposes. We assisted the Elk Trail Water Association in purchasing water and agreed to pay through our property taxes a 30 year loan to pay for the project minus State and Federal Grants.

The Elk Trail East project was completed in 2013 and after purchasing piping, a backflow preventer (we kept our well to irrigate our trees), and misc. costs we were able to receive water from CSA #6. Shortly after we hooked up, the fire hydrant closest to our house was broken into (the house that was stealing the water had a visible fire hose that they hooked up to the fire hydrant to water their pot plants). We placed several calls to the Shasta County Public Works Department and we were told "there is nothing we can do because we are not law enforcement". When we called to complain they always knew exactly which house we were referring to. This last year the house that was stealing water was red flagged and vacated but the fire hydrant remains unusable. We have been through 2 fires in our area and that is a big reason why we were for paying so much to have fire hydrants in our area close by.

When we hooked up to the water we already had a drip system for our landscape so we only hooked the water up to our house so all the other watering is from our well.

Dave and I did everything to conserve water when the Governor declared that we were in a server drought, however, this year the Governor lifted the drought, Lake Shasta was full, right?

We attended the meeting at the fire-hall and a 4 year increase was proposed, not a three year increase. We voted against the increase because I didn't have a great understanding of how CSA's work and the Proposition the County keeps quoting in all there letters and perhaps the County could have done a better job explaining the process.

When we received the letter, dated June 2th 2017, we checked our meter against our bill and it had showed us that we had only used 2,000 gallons so we thought that we would never go over the Emergency water restriction requirement. I called the Shasta County Department of Public Works one day to ask some more questions about the tiered charges so I can better understand the bill and she informed me I needed to add a 0 onto the end of the Prior read and the current read. So big difference! I thought I was using 2,242 gallons turns out to be 22,420 gallons, big difference!

We have the capability to switch everything over to our well, or switch everything over if something was wrong with our well. So being upset that we had already went over I called the Shasta County Public Works

Department and she said that we should look for leaks and asked what type of watering we were doing. After talking with her we checked for leaks and we do not have any leaks so we did not know what could be making us go over especially since we do all of our outside watering with our well. We began to read the meter every-day. Both my husband and myself work Monday thru Friday and are gone an average of 10 hours a day and we were still exceeding your 225 gallon a day restriction rule.

My husband attended an informal meeting at the fire-hall one night and a woman stated that she looked into how much her swamp cooler uses. A swamp cooler uses an average of 150 gallons a day that is with the cooler running at 75 percent efficiency. We went through many extremely hot days that exceeded over 110 degrees. We do have a swamp cooler and keep our animals in the house in the day with the swamp cooler on low when it was extremely hot and we did keep it on at night when it was extremely hot not even realizing that it was utilizing our water allotment.

We realize that this penalty was set up to help receive more revenues but we are asking that you not penalize us based on the information I have provided you. We agree that we should pay for the water that we use but do not agree with imposing such a harsh penalty, I feel that the County is compromising our quality of life. We do not have much, but wish we perhaps should not of agreed to accrue a 30 year loan to hook up to CSA#6 not only to find out that it is a financial mess! I wonder what financial shape CSA #6 was in before Elk Trail East hooked up to CSA#6. Also, shouldn't the County be trying to do more to stop the people who are not paying for water but stealing it anyway instead of penalizing the people who are paying for the water already.

Best Regards,

David and Lorie Booth