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CLERK OF THE BOARD

November 28, 2017

Clerk of the Board of Supervisors
1450 Court St., Suite 308B
Redding, CA 96001-1673

Subject: CSA#3 account #0003188.1, Water Usage Penalty

Dear Clerk of the Board:

Per a recent letter from Mr. Patrick J. Minturn (copy enclosed), this letter is to appeal a water usage penalty for our recent household usage over the allotment.

We have lived part time in Castella since 2005. For the first time since then we have experienced this year unsuspected and unavoidable water leaks due to plumbing breaks.

Sometime in the latter part of October, my wife and I returned to our Castella home one evening after being away for a week. We noticed slightly low water pressure in the house. I decided to look around with a flashlight to rule out a possible water problem. To my dismay I found a very large leak where a 1/2 in. side branch off the PVC main water line had cracked. I turned off the main inflow valve and proceeded to cap the broken pipe at night by flashlight illumination.

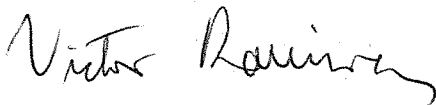
I then dreadfully expected a spike in our next water bill. The Sept-Oct bill was indeed higher and painfully we have mailed payment. The Notice of a \$100 penalty adds insult to injury.

Please consider this appeal to rescind it. Our exceeded water allotment was not due to irresponsible waste, but to an unavoidable, unexpected plumbing break due to years of the pipes' exposure to extreme weather, very hot summers and freezing winters.

The water pressure has always been adjusted to be around 45-50 psi, all of our irrigation valve boxes have been filled with insulation and the unused pipes drained for the winter. It is otherwise not feasible to predict or prevent these kinds of leaks. We will nevertheless will be more vigilant for possible future leaks.

We greatly appreciate your attention to this appeal.

Sincerely,



Victor and Kelley Ramirez
29377 Waterview Lane, Castella, CA 96017
2069 North Ave., Napa, CA 94558
(707)479-4441



Shasta County

DEPARTMENT OF PUBLIC WORKS

1855 PLACER STREET
REDDING, CA 96001-1759
530.225.5661 530.225.5667 FAX
800.479.8022 California Relay Service at 700 or 800.735.2922

PATRICK J. MINTURN, DIRECTOR
C. TROY BARTOLOMEI, DEPUTY
SCOTT G. WAHL, DEPUTY

November 6, 2017

CSA 010003

VICTOR RAMIREZ
2069 NORTH AVE
NAPA CA 94558

Subject: CSA #3-Castella Water Usage Penalty, Account #0003188.1

Dear VICTOR RAMIREZ:

On August 15, 2017, the Board of Supervisors adopted Ordinance No. 730. This Ordinance limited customer use to 30.08 cubic feet per day (or as approved by variance). In the September/October billing period, your household used 10821 cubic feet which exceeded your allotment. As a first violation under the Ordinance, a usage penalty of \$100 has been applied.

You may appeal the Usage Penalty to the Shasta County Board of Supervisors by filing a written appeal. The water consumer's written appeal must be received by the Clerk of the Board (1450 Court St., Suite 308B, Redding, CA 96001-1673) within 30 days of the date of the Usage Penalty. The Clerk of the Board shall set the matter for hearing before the Board of Supervisors and shall inform the water consumer of date, time and place of the hearing of the appeal and shall inform the water consumer seeking the appeal of the decision of the Board of Supervisors. The decision of the Board of Supervisors shall be final and conclusive.

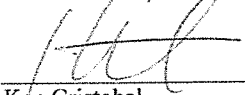
If you prefer not to appeal, please remit payment to:

Department of Public Works – CSA Division
CSA #3-Castella Water
1855 Placer Street
Redding, CA 96001

If you have any questions, please call (530) 225-5571.

Sincerely,

Patrick J. Minturn, Director

By 
Ken Cristobal
Deputy Director – Administration

KDC/ldr