

Andrea Wilson
11205 Loop Dr
Redding, CA 96003

December 6, 2017

Shasta County Board of Supervisors
1450 Court St., Suite 308B
Redding, CA 96001

RECEIVED
DEC 07 2017
CLERK OF THE BOARD

RE: Appeal Water Use Penalty, Account #0006181.3

Dear Julie Hope and Board of Supervisors

I am in receipt of a letter dated November 7, 2017 imposing a penalty on my daughter's household for using too much water. The letter states this is the second penalty imposed, I would like you to know that I did not receive a prior notification and do not know the extent of the penalty.

My daughter lives in the home with her young son and daughter. I received the letter that informed the residence of the new regulations of water usage and potential penalties that could incur. I went to her home to inspect for leaks inside and outside to be proactive to avoid future problems. At my expense I did replace a toilet tank float and new washers in the bathroom sinks that appeared to be a potential problem. There were no other issues.

The home is a rental, Tom Loop is the landlord. The rent is deposited into his bank account at Bank of America. Since he moved to Idaho, approximately 1-1 ½ years ago, I have not had any communication with him. Last month I held back the rent due on 11/1, I made the deposit on 11/17 in hopes he would call me asking for it. I still haven't heard from him. I am not the home owner and cannot afford to make the repairs as if I were.

My daughter and granddaughter are both disabled and their only source of income is disability through SSI. The amount of income they get does not cover all living expenses. They do not get assistance for food or rental. My granddaughter has half of a heart (fontan patient) and I make trips to Stanford for her to see her team of doctors. The trips to Stanford are very expensive for gas and lodging, I am trying my best to assist and it has eaten up my savings and retirement.

They both require special living needs that are expensive and their heat is propane (expensive) their water and PG&E are expensive. The repairs needed at the rental have been out of my pocket and I have not been reimbursed.

I can barely pay for what is being used for utilities and cannot afford the added expense of the penalties.

If I would have been aware of the first penalty (don't know how much it was) I would have made contact with the billing office and requested that be appealed as well.

I am the payee for both my daughter and granddaughter, I am requesting the Board reverse as much of the penalty as possible to help the financial hardship they both face. If at all possible I'm also requesting a payment plan to catch up on their water bill. Apparently the previous penalty was added to their bill and that is why I find the amount to be so high and unable to pay. Due to their health conditions they cannot go without water and heat.

Please contact me at 3947 Riverview Dr., Redding CA 96001 (Andrea's billing address) or call me at work at 530-229-5401.

Warm Regards
Connie Wilson



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 7, 2017

CONNIE WILSON
3947 RIVERVIEW DR
REDDING CA 96002

Subject: CSA #6 Jones Valley Water Usage Penalty, Account #0006181.3

Dear CONNIE WILSON:

On June 27, 2017, the Board of Supervisors adopted Ordinance No. 719. This Ordinance limited customer use to 225 gallons per day (or as approved by variance). In the September/October billing period, your household used 95360 gallons which exceeded your allotment. As a second violation under the Ordinance, a usage penalty of \$150 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:

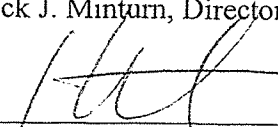
Department of Public Works – CSA Division
CSA #6 Jones Valley
1855 Placer Street
Redding, CA 96001

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

Sincerely,

Patrick J. Minturn, Director

By


Ken Cristobal

Deputy Director – Administration

KDC/ldr

*No previous letter
of penalty intent
was received.*

*this letter is
the only one.*

CSA 010006

*Received
11/11/17*

225-5571