

Rahni Jensen

From: Sheideh Homayon <shomayon@ucsc.edu>
Sent: Wednesday, October 22, 2025 11:35 AM
To: Rahni Jensen
Cc: Arianyousefi84@gmail.com; Kathy Ballinger; John Dillon; David McNair
Subject: Re: SVWD - 6454 Scotts Valley Drive 011919-000

Dear Rahni,

Thank you for clarifying and for pausing the account closing process until the Board has reviewed our request. I appreciate you confirming that the shut-off no longer applies and that no additional documentation is needed at this time.

Please keep me informed once the meeting date is finalized and the Board's decision has been made.

Thank you again for your time and assistance.

Best regards,
Sheideh Homayon

On Tue, Oct 21, 2025 at 1:48 PM Rahni Jensen <RJensen@svwd.org> wrote:

Hello,

Our records show that as of September 30th, 2025 the 011919-000 account has been closed, and tenants have begun service as of October 1st, 2025. The tenants are financially responsible for the water service beginning October 1st. The past due balance is for account 011919-000, and since that account has been closed, the shut off is no longer applicable.

Until this request has been reviewed by the Board of Directors, or you indicate that you would like to rescind your leak adjustment request, we will pause the account closing process. Once the Board has provided their decision or you stop the process, we will resume the account closing process where a final bill will be sent for the account balance through September 30th. If a final bill is left unpaid past the due date or allotted payment window, it would be sent to collections.

No additional documentation is needed at this time.



Rahni Jensen

Executive Assistant / Board Clerk

Direct: 831-600-1901

rjensen@svwd.org

From: Sheideh Homayon <shomayon@ucsc.edu>
Sent: Tuesday, October 21, 2025 1:16 PM
To: Rahni Jensen <RJensen@svwd.org>
Cc: Arianyousefi84@gmail.com; Kathy Ballinger <KBallinger@svwd.org>; John Dillon <jdillon@svwd.org>
Subject: Re: SVWD - 6454 Scotts Valley Drive 011919-000

Dear Mr.Jensen,

Thank you for the update regarding the Finance & Personnel Committee meeting. I appreciate you letting us know about the upcoming meeting and the opportunity to have our request reviewed.

I am writing to respectfully request an extension on the scheduled shut-off for October 29th. We are currently unable to pay the full balance by that date, and we hope that service can be maintained until after the committee has reviewed our appeal for a leak adjustment.

Please let us know if there is any information or documentation you need from us to support this request. We greatly appreciate your understanding and consideration.

Thank you again for your time and assistance.

Best regards,
Sheideh Homayon

On Tue, Oct 21, 2025 at 12:37 PM Rahni Jensen <RJensen@svwd.org> wrote:

Hello Sheideh,

Thank you for your email and written request. We also received a mailed copy yesterday.

Currently, this item has been added the agenda for the November Finance & Personnel Committee meeting, scheduled to take place on November 26th at 11 AM. Given the meetings proximity to the Thanksgiving holiday, this date may be adjusted. Once the meeting time and date has been finalized,

and the agenda is posted, I will email you a copy. You are welcome to attend however, your presence is not required for the item to be reviewed.

If you have any questions, please let me know.



Rahni Jensen

Executive Assistant / Board Clerk

Direct: 831-600-1901

rjensen@svwd.org

From: Sheideh Homayon <shomayon@ucsc.edu>

Sent: Tuesday, October 21, 2025 10:46 AM

To: Rahni Jensen <RJensen@svwd.org>

Cc: Arianyousefi84@gmail.com; Kathy Ballinger <KBallinger@svwd.org>; John Dillon <jdillon@svwd.org>

Subject: Re: SVWD - 6454 Scotts Valley Drive 011919-000

Dear Board of Directors and General Manager,

I am submitting an appeal regarding my recent water bill (Account No. 011919-000) related to an unintentional leak at my residence. Please find attached a detailed letter explaining my request for a review and consideration of a leak adjustment.

I would greatly appreciate your review and a written response regarding this request. If you need any supporting documentation, such as repair invoices or photos, I am happy to provide them upon request.

Thank you very much for your time and consideration.

Sincerely,

Sheideh Homayon

On Tue, Oct 14, 2025 at 8:30 AM Rahni Jensen <RJensen@svwd.org> wrote:

Hello Arian and Sheideh,

Kathy forwarded me your information and gave me an overview of your account, the recent leak, and the outstanding balance. From that conversation, she let me know you are aware that the District does not have a leak adjustment, leak forgiveness, or bill adjustment program. I just wanted to reach out, review the process and some information with you.

If you'd like to initiate an appeal with the Board of Directors, we would need a letter, email or something in writing from you addressed to the Board of Directors. If this is something you decide to initiate, feel free to send the letter to the Board to myself or mailed/dropped off to our office at 2 Civic Center Drive in Scotts Valley. This letter would be reviewed at a Finance & Personnel committee meeting, which is comprised of two Board members and two members of the community. They make a recommendation to approve or deny the request. Based on their recommendation, you can decide whether to continue with the process and take it to the following Board of Directors meeting where the full Board would review the request, and provide a final approval or denial.

I will let you know that since the retirement of the previous leak adjustment program, several requests have been presented to the Board, and for the same reasons that the program was retired, every single request has been denied at every step of the appeal process. The District has been advised by legal counsel that leak adjustments do not adhere to Proposition 218. In order for the District to continue operating in accordance with best practices, the program was retired and has not been reinstated in any form since, and there have been no exceptions. Additionally, the conversation from the Board as additional requests have been processed, has remained the same – with the introduction of WaterSmart to notify customers directly of any potential leaks within 24 – 48 hours along with increased monitoring and notification from Staff, it's provided customers immensely more information and agency to maintain their personal property; it is undetermined how a bill adjustment for a leak could be calculated that does not go against Proposition 218; and lastly, with every other request denied prior, a long standing precedent has already been established.

If you'd like to continue your promissory note, you can resume conversations with Kathy.

If you have any questions, I'd be happy to discuss them with you.



Rahni Jensen

Executive Assistant / Board Clerk

Direct: 831-600-1901

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