

Rahni Jensen

From: Kathy Ballinger
Sent: Monday, November 10, 2025 1:40 PM
To: Rahni Jensen
Subject: FW: Appeal to Board of Directors

Rahni,

Their water bill total is \$119.95. Breakdown:

| | |
|--------------------|----------------|
| Consumption: | \$69.90 |
| Basic Service Fee: | <u>\$50.05</u> |
| | \$119.95 |

Let me know if you need additional information.



Kathy Ballinger
Utility Service Specialist
Phone: 831-438-2363
kballinger@svwd.org

From: Sreeparna <nishaadh@gmail.com>
Sent: Monday, November 10, 2025 6:25 AM
To: Kathy Ballinger <KBallinger@svwd.org>; Rahni Jensen <RJensen@svwd.org>
Subject: Appeal to Board of Directors

Dear Board of Directors

We would like to initiate an appeal for our last water bill (dated October 15, 2025) of the amount of \$119.95.

We are new residents of Scotts Valley. We purchased a house at 211 Bean Creek Rd, Unit 15, Scotts Valley, CA 95066 and set up water service to begin around 18th August 2025 bearing **Account number:** 015473-000. However, we moved into this home only on 18th October 2025. Within this time we did not live here at all (as our water usage history will demonstrate). We also exercised due diligence to use your monitoring system to notify us of any excessive use in case such things happen during our absence.

Now, quite shockingly, we got notified (from your system) about a possible water leak episode that occurred between the evening of September 4th through the morning of September 5th resulting in a whopping **5712 (2777+2935) gallons of water leaking** within *just about 17-18 hours!*

However, this notification did not come until the morning of the 5th by when several *thousand* gallons apparently leaked out. And since we were not living there at that time we had no way whatsoever to know about such a leak and attend to it until the message from the notification came to us.

We still do not know the cause but this was totally unexpected and outside our control.

Since that episode, we have checked our pipes, made sure all taps/faucets, toilets, irrigation system etc are functioning properly, alerted our neighbors, our HOA, and have increased surveillance as well just in case this was a case of theft. Whatever was the cause, such a **massive** use within about 18 hours is baffling and was completely beyond our control and our knowledge.

You can also see from the record that no such incident has occurred since then. I would therefore like to request the Water Department to kindly excuse/waive/refund/issue-future-credit the charges for that episode between the evening of September 4th through the morning of September 5th amounting to 5712 (2777+2935) gallons of water both as a courtesy as well as in consideration of the fact that we are new owners who were not living there at the time and did not anticipate such a phenomenal and sudden leak/theft of water!

As explained to us by Kathy Ballinger and Rahni Jensen, we understand that the water department no longer has a leak adjustment program. But the Administrative Code allows for the Board to consider this on a case by case basis but for that an appeal must be submitted.

We are therefore submitting this appeal. Can the Board of Directors water department please consider our request (or appeal) from a new owner and in fact new residents of Scotts Valley and issue a one-time waiver of this usage?

Sreeparna & Barun