

Regarding your inquiry: Payment status and water quality concerns

5 messages

Weott Community Services District <weottcsd.ca@gmail.com>

Fri, Jan 9, 2026 at 9:20 AM



Good Morning,

Thank you for reaching out and leaving a message regarding the account for [REDACTED] I am writing to provide factual clarification on the recent billing and the protocol for addressing your concerns.

Payment Processing:

Regarding the payment made on January 1, 2026: I have attached a record of the transaction for your files. When a payment is made through our website, the office is notified that a transaction has been initiated. Per our standard banking procedures, payments are not officially applied to an account until the funds have been successfully cleared and deposited into the District's account, which typically takes about three business days.

The transaction was successfully finalized on the morning of January 6th and has been applied to the account. The current remaining balance is [REDACTED]

Water Quality Inquiry:

I understand you have concerns regarding water quality and have been in contact with a member of our Board. As the Administrator, my role is limited to the administrative operations of the District. I do not have the authority to authorize financial credits or reimbursements, such as for the purchase of bottled water.

Requests for such adjustments must be formally presented to and reviewed by the Board of Directors. I would like to invite you to the next public Board Meeting to share your concerns:

- DATE: Wednesday, January 14, 2026
- TIME: 6:00 p.m.
- PLACE: Community Center- 175 Lum St, Weott, CA 95571

Every meeting includes a "Public Comment" period where customers may address the Board directly regarding any district-related matters.

Thank you,

Angela Hensley
Administration
Weott Community Services District
Office (707) 946-2367



To: Weott Community Services District <weottcsd.ca@gmail.com>

Fri, Jan 9, 2026 at 9:31 AM

Thank you for your response and updated bill. If LIHEAP funds become available please let us know.

As to the board meetings; I have been harassed by Dan and Dave in the past for voicing my concerns which now have been proven correct. Bonnie has violated the brown act several times by not even allowing me to speak. It is a combative environment and I won't get into an argument with board members.

Please let this response serve as a formal request for reimbursement of bottled distilled water due to dangerous ongoing water conditions.

I have been lied to for 5 years regarding water quality. Marge French can verify this. Very disappointed in the honesty and moral conscience of this board with one or two exceptions.

Cordially

[REDACTED]
[Quoted text hidden]

To: [REDACTED] <[REDACTED]@gmail.com>

Thank you for your follow-up email.

I have noted your inquiry regarding the availability of LIHEAP funds. The District will share any information regarding these or similar assistance programs with our customers if and when such information is provided to this office.

I have received your formal request for the reimbursement of bottled water. Your request has been added as a formal agenda item for the upcoming public Board Meeting on January 14th. This ensures that your written request is part of the official record for the Board's review and consideration.

I acknowledge your comments regarding past board meetings. Please be assured that your physical attendance is not required for your request to be considered. The agenda and all supporting documents for this meeting will be uploaded to the following link: <https://www.weottcsd.com/2026-01-14-board-meeting>.

Following the meeting, the draft minutes—which record the actions taken by the Board—are typically available on our website within 10 business days. You can also sign up on our website to receive automated notifications for all future board meetings and document uploads to stay informed on District matters.

If you have any documentation or records regarding the duration of your bottled water purchases that you would like the Board to consider during their review, you may forward them to this office to be included with the agenda materials.

Thank you,
Angela Hensley
Administration
Weott Community Services District
Office (707) 946-2367

[Quoted text hidden]

[REDACTED] <[REDACTED]@gmail.com>
To: Weott Community Services District <weottcsd.ca@gmail.com>

Fri, Jan 9, 2026 at 10:57 AM

I appreciate that. Thank you. We will begin saving receipts of water purchases for submission when the issue has been fixed.

[REDACTED]