**WCSD Customer Discrepancies**

Presented at the meeting on 4-16-2023 for Board Decision

1. **ON HOLD. STILL NEED TO GATHER PAST ORDINANCE DOCUMENTS.** Customer (B) Purchased a property beginning of 2021. They were the renter of one of the 2 units on this property before they purchased it. They paid their part of the bill, but never received the bill because it went to the property owner. They would pay in person once a month. When they purchased the property they were told by previous employees that there was a $12,000 water bill that needed to be paid to transfer water into their name. That's when they told her there was an enormous leak that had been going on for 6 months and now that she is the property owner she needed to pay for it. Customer (B) asked why they didn’t shut the water off or let her know when she came in to pay the bills. They told customer (B) that they wrote on the bills that there was a leak and sent them to the property owner. Customer (B) asked if she should go to the Board for assistance and was discouraged from doing that. They told customer (B) the board isn’t going to do anything and working with them instead of the Board is her best bet. They settled on $6800 and told her that was a good deal. Customer (B) is concerned if the money was deposited to WCSD and feels like it was insane to allow a leak of that size to continue for 6 months without either shutting it off or telling her one of the times she paid her part of the bill. The previous landowner was not paying the bill at all, which she was unaware of. Customer (B) currently wants a new connection on their second, neighboring parcel, which is undeveloped.

I tried to find historical information on Customer (B) and the prior owner. I can find some payment info on desktop quickbooks but nothing from the past owner on intuit. The former owner’s account is not in the billing system anymore which is interesting because there are several other former owners whose accounts are still in the system and were even still getting billed (just not sent). The transfer of ownership in the billing software happened in Aug 2021.

Customer (B) provided copies of invoices she received when she paid the bill. I’m waiting for bank statements from 2021 to verify the money was received into the account but it was paid with a credit card. We do not have very many 2021 bank statements in the office saved. Deposits were not documented in the bank accounts as to who they came from either.

Customer (B) is not requesting a credit. She was concerned about the situation and wanted the Board to be aware. However, I recommend the connection fee for the hook ups get waived but all construction costs be paid by the customer. It’s our job to turn off a 231,000 gallon a month water leak and/or immediately notify the property owner. To allow it to go on for 6 months is negligent. For an employee to discourage a customer from going to the board to discuss an issue is so wrong. For transparency, the Board should approve all credits of high value, or write a very specific policy for employees to follow.

1. **ON HOLD FOR ANOTHER MONTH TO LOOK AT THE NORMAL USAGE WITH NO LEAKS AFFECTING THE USAGE**. Customer ( C )
2. Deposits- **On hold for policies and ordinances**
3. A customer who lives close to the sewer treatment plant has been having their sewer line clog. They had a company come and snake it with a camera and determined the clog to be on Weott CSD’s property close to the holding tank. Dan and the operators determined the line is not functioning properly and needs to be higher on the tank. We are crediting the customer’s account for the cost of the company clearing his line 2 times in the past 2 weeks and will be correcting the issue.
4. Customer D- Has 2 meters, one meter has 3 units, one has 1 unit. The readings were being read wrong since he bought the properties in 2017. The 1 unit was being billed with the 3 unit usage so there were some overages that shouldn’t have been billed. There were also some extravagant late fees I found when I looked at the account history, up to $170 for one late fee. The total overages were $1001. The total late fees were $487.47. Their current bill for both properties is $3918 for both. Total for both the extravagant late fees and incorrect overages ($1488.47)
5. Customer E was charged for 3 sewer connections for 12 years (2010 to 2021). He physically has 2 parcels with 3 water meters and 2 sewer connections. He installed the third water meter in 2012 because he was going to turn his extra shop into an apartment, but never did. We had Kyle confirm that there is no bathroom or kitchen inside and he could only find 2 sewer connections. He has spoken to previous employees about it but was told they could not change it. Eventually, In Jan of 2022 the previous employees changed his billing to include 3 water meters and 2 sewer connections. Customer E has requested a refund in the past but was unsuccessful with former employees. He is now requesting a refund for being billed incorrectly for 3 sewers.

Totals or extra sewer connection bill

12 years = $6768.

6 years = $3384

3 years = $1692