



Commissioners
Brian Sheldon – Gwen Brake – Glenn Ripley

October 15, 2015

On September 9th 2015 North Beach Water sent out the monthly lock off notice for the customers who would have three bills outstanding on September 16th 2015. The notice informed the customer that the lock off day was September 23rd 2015 and gave them a list of ways to avoid shut off.

On September 21st 2015 Raynell Aaron, who was one of the customers on the lock off list, came to the District office to dispute her bill. The billing clerk explained all of the customers charges, showed her the account history and provided her with a printed version of the account history (Included Below). The conversation between Mrs. Aaron and the billing clerk escalated to a point that the billing clerk felt threatened enough to call the police. Shortly thereafter the customer left.

On September 23rd 2015 the office manager received an e-mail (Included below) from Mrs. Aaron stating that she was very displeased with the way she was treated and would like to meet with the General Manager and the office manager to discuss her bill because she did not understand how it became so high. Due to scheduling difficulties it was not possible to meet with Mrs. Aaron immediately but a meeting was scheduled when all parties involved had an open date and time.

On October 12th 2015 The General Manager and office manager met with Mrs. Aaron to discuss her bill. During the discussion, Mrs. Aaron claimed that her husband made a cash payment at the District office on April 30th 2015 in the amount of \$137.30. Mrs. Aaron claims her husband was not provided a receipt because the clerk told him that the receipt printer was down.

We reviewed the receipts for April 30th 2015 with Mrs. Aaron. Every payment had a printed receipt attached to it. It is standard practice to hand wire receipts on the rare occasions when we unable to print receipts. Hand written receipts are made in duplicate for each cash payment. A copy is given to the customer and a copy is attached to the District's record.

UTILITY ACCOUNT HISTORY

North Beach Water District
 MCAG #: 2840
 GERALD AARON Acct #: 370 Tap #: 0370
 1703 222ND PL

09/16/2014 To: 10/15/2015

Time: 11:38:30 Date: 10/15/2015
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	Current	Previous	Water Usage	Sewer Usage	Electric Usage	Chg/Pymt	Balance
09/16/2014 Bill	1570	1560	10			61.53	61.53
10/16/2014 Bill	1574	1570	4			58.49	120.02
10/31/2014 Payment						-61.53	58.49
11/18/2014 Bill	1581	1574	7			65.06	123.55
12/01/2014 Payment						-58.49	65.06
12/16/2014 Bill	1585	1581	4			58.49	123.55
01/16/2015 Bill	1590	1585	5			67.38	190.93
01/22/2015 Payment						-65.06	125.87
02/18/2015 Bill	1596	1590	6			-60.00	65.87
03/17/2015 Bill	1601	1596	5			69.91	135.78
03/19/2015 Payment						67.38	203.16
03/24/2015 Payment						-65.87	137.29
04/16/2015 Bill	1607	1601	6			-70.00	67.29
05/18/2015 Bill	1615	1607	8			69.91	137.20
05/27/2015 Payment						74.97	212.17
06/01/2015 Bill NSF					*	-137.20	74.97
06/01/2015 Payment						162.20	237.17
06/16/2015 Bill	1621	1615	6			-162.20	74.97
07/02/2015 Payment						69.91	144.88
07/16/2015 Bill	1639	1621	18			-74.97	69.91
08/03/2015 Payment						100.27	170.18
08/18/2015 Bill	6		20 M			-70.00	100.18
09/16/2015 Bill	13	6	7			105.33	205.51
Billing Periods 13	Billed Amt: 941.17	Ave	72.40			72.44	277.95

Jack

From: raynell aaron <raynellaaron@outlook.com>
Sent: Wednesday, September 23, 2015 1:32 AM
To: officemanager@northbeachwater.com
Subject: billing and invoice problem also problem with enVOICES ,employee calling 911 , yelling and gross misconduct of youre employee.

district manager only,

DAY BEFORE YESTERDAY I PHONED TO GET AN APPOINTMENT TO SEE MANAGEMENT REGARDING MY CHARGES AND INVO, THEN TOLD ME AS FAR AS SHE COULD SEE I HAD ICES WHICH ARE A MESS. THE YOUNG GIRL TOLD ME TO COME UP, SO I DID. SHE WENT THROUGH MY RECEIPTS AND BANK STATEMENTS IV, SHE ASSURED MEICIES AND A PRINTOUT (3 actually). SHE TOLD ME AS FAR AS SHE COULD SEE I WAS \$65.05 OVER PAYMENT, WHICH MADE ME FELL GOOD. I LEFT ALL MY PAPERWORK WITH HER, SHE ASSURED ME SHE WAS TO MEET WITH

DISTRICT MANAGER THE NEXT DAY AND GET M.Y ACCOUNT STRAIGHTENED OUT. I PERSONALLY DIDNT THINK SHETHHIS YOUNG LADY WAS NICE, PLEASENT ENOUGH, HOWEVER I DID NOT THINK SHE TOOK PROPER APPROACH OR TIME TO FIGURE THE MESS OUT.

THE NEXT DAY , I WAS NOT INSIDE TO ANSWER MY PHONE CALLS AND MISSED HER CALL UNTIL I NOTICED IT IN THE AFTERNOON. I THEN CALLED AND WAS TOLD TO COME TO THE OFFICE , WHICH, I AGAIN DID. SHE, INFORMED ME, SHE SPOKE WITH THE DISTRICT MANAGER, THAT SHE ,AND THE DISTRICT MANAGER DETERMINED I OWE \$299.00 BY TOMORROW OR SHE WILL HAVE MY WATER TURNED OFF IMEDIATELY.

I TOOK OFFENCE AT THIS, DUE TO THE FACT I HAVE HAND WRITTEN PAPERWORK SHE GAVE ME THAT DOES NOT MATCH THE INVOICES OR MY INVOICES AND RECEIPTS . SHE GAVE ME THREE YEARS OF PRINTOUT, I DID NOT NEED THREE YEARS OF PAST PAYMENTS. I TOLD HER SHE WAS WRONG AND SHE BEGAN YELLING AT ME AND MY GOOD FRIEND WHO IS ACTUALLY AN ACCOUNTANT, ALL SHE DID IS ASK HER HOW SHE CAME TO DETERMINE HER OUT COME AND ASK HER WHERE SHE WENT TO SCHOOL? YOUR EMPLOYEE THEN BEGAN TO SCREAM AT US AND DIAL 911. THIS CONFUSED ME , AS I THOUGHT I WAS TERE TO SEE THE MANAGER AS SHE SAID ON THE PHONE , I ASK AFTER THE THIRD TIME SHE DIALED, TO HAVE SCOTT MEET ME AT MY HOUSE, SHE WAS TOO CRAZY TO STAY INSIDE AND WAIT. SHE TOLD HIM WE WERE OUT OF CONTROL MANIACS. THIS GIRL WAS THE ONE YELLING AND TELLING DISPATCH I WAS OUT OF CONTROL

I ASKED HER (YOUR EMPLOYEE) TO HAVE YOU GIVE ME A CALL, SHE SAID, "NO, YOU CANT SEE HIM",AND WOULD NOT SET ME AN APPOINTMENT TO SEE YOU. I THEN WENT HOME AND WAITED FOR THE POLICE TO COME VISIT. WHY SHE WOULD WASTE THE TAX PAYERS MONEY AND COULDNT HELP ME OR LET ME SEE ANYONE ELSE, IS ANYONES GUESS. I CANT SEE YOU TELLING AN EMPLOYEE YOU WOULD NOT MEET WITH A CUSTOMER. I AM 62, MY HUSBAND 64 AND WE DONT DESERVE HER ACTIONS WHICH WERRE RUDE, EVASIVE INCOMPETENT, OFFENSIVE AND UNEXCEPTABLE.

COULD YOU PLEASE GIVE ME A CALL BEFORE YOU TURN WATER OFF? ILL BRING MY PAPERWORK AT THE TIME YOU SPECIFY. WE HAVE A COUPLE OF DECISIONS TO MAKE AND I WOULD LIKE TO DISCUSS THEM WITH YOU. 360-665-3450 OR YOU MAY COME BY MY HOME IF YOU LIKE