

From: [Bill Neal](#)
To: "dave.jonason"
Cc: Jack McCarty NBWD; "customerservice@northbeachwater.com"
Subject: RE: ***** Sandridge
Date: Monday, December 05, 2016 3:49:00 PM

Mr. Jonason,

May I suggest you complete the form and submit it for approval and hold on to the fee until after the Board has approved the credits. The Board will be more likely to waive the fees and charges if there is an approved Water Service Disconnection form on file when the Board considers this issue. I encourage you to attend the meeting on December 19, 2016 to discuss the issue with the Board in person. Customers who make the effort to attend a Board Meeting to discuss their account with the Commissioners are usually more successful in having fees and charges waived.

William "Bill" Neal
General Manager
North Beach Water District
bneal@northbeachwater.com
360.665.4144

From: dave.jonason
Sent: Monday, December 05, 2016 2:55 PM
To: Bill Neal <bneal@northbeachwater.com>
Subject: Re: ***** Sandridge

I was told over the phone it was shut off to prevent and it was a requirement since I was on a well and it could contaminate your system. I am only agreeing to pay the \$350 if we are credited back. I am not willing to pay it first and maybe it gets credited back.

Sent from my iPhone

On Dec 5, 2016, at 1:53 PM, Bill Neal <bneal@northbeachwater.com> wrote:

Mr. Jonason,

My staff can produce no record of informing you your service was discontinued in August, 2016. Nevertheless, I will discuss an adjustment to your bill to remove charges for September, October, and November with the Board at the December 19, 2016 regular meeting, provided you complete

the [Water Service Disconnection](#) form and pay the fee of \$350.00.

William "Bill" Neal
General Manager
North Beach Water District
bneal@northbeachwater.com
360.665.4144

From: dave jonason
Sent: Thursday, December 01, 2016 7:07 AM
To: bneal@northbeachwater.com
Subject: Re: ***** Sandridge

I will look into attending on December 19th and get back with you. As an offer of compromise we will offer to pay the \$350 disconnect fee if we are credited back anything charged after August 12th the date when we where informed the service had been disconnected and there had been no use. I believe there must be some error on the bill showing usage as we are complete on the well system.

Again we do not feel as we owe anything but would prefer to resolve the matter.

From: bneal@northbeachwater.com <bneal@northbeachwater.com>
Sent: Wednesday, November 30, 2016 6:54 PM
To: 'dave jonason'
Cc: 'Jack'; customerservice@northbeachwater.com
Subject: RE: ***** Sandridge

Mr. Jonason,

I understand your position. Unfortunately, I am unable to accommodate your request. When you purchased the property it was already connected to the District's water system. We have no record of the former owner requesting a permanent discontinuance of service, formally or informally. Once a property is connected to the District's water system there is only one way to permanently disconnect the property from the District's public water system. The property owner must complete the application for discontinuance and pay the fee. We have previously provided an application for permanent disconnection to you. I do not have the authority to permanently disconnect your property from the District's water system in any other manner. The Board of Commissioners have the authority waive rules. The Board of

Commissioners have a regular meeting scheduled for December 19, 2016 at 6:00 pm at 2122 272nd Street Ocean Park. You may request an exception to the rules from the Board at the meeting. Please let me know if you want to address the Board so that I can place you on the agenda.

William "Bill" Neal
General Manager, NBWD
bneal@northbeachwater.com
360.665.41444

From: dave jonason
Sent: Wednesday, November 30, 2016 6:55 AM
To: Bill Neal <bneal@northbeachwater.com> **Subject:**
Re: ***** Sandridge

Thank You for your response.

Our Position remains as follows at the end of June 2016 we requested information on contracting with the water district for service. We did not receive the contract information until early August at which time we informed your Office we could not agree with the terms and would not be contracting with you.

You where informed by the previous owners to discontinue service on July 15 as that is when we assumed possession. At this point any contractual arrangement for service was terminated and if there was a disconnect fee that would be the responsibility of the previous owner. Had we received your contract in June before closing we could have clarified this in escrow.

On August 12th we where informed by your office service had been blocked off to prevent possible contamination from our well system to your water system.

We to date have not received any disconnect form and again this should have been the responsibility of the previous owners.

After review of the RCW regarding liens on property the key element is that we needed to contract with you for service. Although I am still seeking clarification it is my understanding that any such lien would only stay in place 6 years and again we would seek to have it vacated as no contract exists.

As I do not want to spend anymore effort on this matter it is our desire to find a

solution to this issue but cannot accept that you wish to charge us for a service we did not receive and a disconnect fee.

From: Bill Neal <bneal@northbeachwater.com>
Sent: Wednesday, November 23, 2016 12:46 PM
To: 'Deverie'
Cc: david jonason; Jack McCarty NBWD
Subject: RE: ***** Sandridge

Dear Mr. Jonason,

Please note my comments to your correspondence below.

William "Bill" Neal
General Manager
North Beach Water District
bneal@northbeachwater.com
360.665.4144

From: Deverie [<mailto:customerservice@northbeachwater.com>]
Sent: Wednesday, November 23, 2016 8:15 AM
To: bneal@northbeachwater.com
Subject: FW: ***** Sandridge

This is from the customer who refused to accept the certified letter we sent him. He is on lock off scheduled for the 29th but he was never shut off.

Deverie Gorham
North Beach Water District
2212 272nd ST
P.O. Box 618
Ocean Park, WA 98640-0618
Phone: [\(360\) 665-4144](tel:(360)665-4144)
Fax: [\(360\) 665-4641](tel:(360)665-4641)
customerservice@northbeachwater.com

From: dave jonason _____
Sent: Tuesday, November 22, 2016 2:01 PM
To: customerservice@northbeachwater.com
Subject: ***** Sandridge

This is to inform you that we are disputing your bill dated 11/15/2016
[Bill Neal] Please contact me to discuss your concerns over the bill
(360.665.4144).

As you are aware in July of 2016 we requested a copy of your contract so that we may look into your service. We did not receive a copy of your contract until mid/late August at which time we informed you we would could not agree with the terms of your contract and we would not be establishing service with you.

In August you locked out and shut off our meter therefore we could not have any usage in September October or November.

[Bill Neal] Your service was not locked off in August. Your service is scheduled to be locked off on Tuesday November 29, 2016 for nonpayment. To avoid that lock off please contact our billing department to arrange for payment of past due amounts.

In September/October we gave you the benefit of the doubt that there may have been some usage not accounted for before you shut off service and sent this as "payment in Full". **[Bill Neal]** Your water has not been shut off by the District. You will be charged a monthly base rate fee and a commodity charge for all metered water each month until you apply for a service disconnect per the District's Rules and Regulations, previously provided to you. In addition, you will be charged a late fee for each month your account shows a balance brought forward. If the account remains delinquent on January 1, 2017, the District will certify the delinquencies to the Pacific County Auditor and all charges, delinquencies, and any penalties along with interest shall become a lien against your property.

We where further more informed service would be shut off on November 15th.

[Bill Neal] You received our notice of lock-off for nonpayment on or about November 15, 2016. The actual lock-off will not take place until November 29, 2016

We still require your meter to be removed in the near future as there is a leak on the owner side of the meter and your meter is the only union joint to accomplish this. We have requested this to be done on several occasions and we must do this before it begins to freeze. I know that you have expressed concern that you would like to be the ones to remove the meter however I will have no choice but to do so to prevent further damage.

[Bill Neal] The District will be happy to remove the service and close your account as soon as you complete the application for removal of service, previously supplied to you, and pay the appropriate fee for the removal of the service.

Again we do require an appointment prior to entering the property.

[Bill Neal] Washington State Law grants utilities the right to enter private property to maintain or operate equipment owned by the utility without notice or permission. At your request, the District has not entered your property to maintain or operate its meter. We will call you to arrange an appointment next week to lock off the service. Please note that if an emergency occurs that requires us to enter your property to repair our infrastructure we will do our best to notify you but we will do what is needed to make the repair. If we are unable to arrange a mutually agreed appointment to lock off your meter, we will perform the lock off at our convenience with a sheriff escort. We do not normally request a sheriff escort to lock off a service. The last time a District employee was on your property you brandished weapon in a threatening manner toward that employee. Therefore, we will take precautions regarding the safety of our employees.

Should we not be able to find a resolution we will have no alternative but to contact the Washington State Attorneys Generals Office.

[Bill Neal] I encourage you to contact the Washington State Office of the Attorney General. The Consumer Protection Division is open Monday through Friday 10:00 AM to 3:00 PM and the phone number is 1-800-551-4636. You can also file a complaint on line at:

<https://fortress.wa.gov/atg/formhandler/ago/ComplaintForm.aspx>.

David C. Jonason