

Deverie

From: brandee shoemaker <brandeeshoemaker@live.com>
Sent: Monday, August 28, 2017 9:26 PM
To: Deverie
Subject: Re: Account 3437

Thank you for the opportunity to submit my concerns to the board. Per our phone call today, please deliver the following:

To whom it may concern,

I have received my bill dated 8/16, for account 3437 at 26510 Ridge Avenue. I am writing for your understanding of my concern for the bill, specifically the after hours charge of 95 dollars. We occasionally let friends and family borrow our house. This past month a friend borrowed it and had some trouble finding our main house water shut off valve. We have two valves on the property, one for the main house and one for the "guest" house. The one for the guest house is more prominent and looks more official since we just had it installed last year and it is the traditional green box with valve inside. The one for the main house is on the side of the house under a black bucket. I gave the friend instructions on which valve was which and in the mix of using the house for the first time, having his entire family with him and just trying to get situated, he couldn't find the main house shut off valve. He is a very resourceful person. He tried to contact me but I missed his messages and didn't get back to him right away, so he went along his resourceful way and figured it out. He told me that he met a lady in the neighborhood that told him of the water resource center's services, so he called your office. He was positive that he heard nothing of a charge to come out to assist. He tells me that he called the office and the person said they would see if the service person was even available to assist. He was and when he arrived he did a check of the water valve at the street and then when that looked good, he walked my friend to where the valves "typically" are and found the valve under the black bucket. It was an easy fix and took about 5 minutes. My friend quickly realized that he overlooked my instructions and missed it.

Although I am appreciative of the help and understand there are needs for service/after hours charges, I am asking for your consideration and waiver of the after hours charge. I have been on this account for some time. Im calling this my first "offense" and now I know better. I will make it more clear to friends and family of where to access the water shut off valves. Its a newer habit of ours, turning the water and the hot water breakers off each time we leave the house, to prevent any unforeseen water issues. We had a leak of the water heater in the guest house last year, which made us install the water shut off valve and be more responsible with shutting the water down all together. With that, we have been learning on how to communicate so its clear to the few that borrow the place. The communication with myself and this friend, obviously was not successful.

I appreciate your consideration and hope for a successful attempt to getting the charge waived.

Brandee Shoemaker
Account 3437
360.773.7575

> On Aug 28, 2017, at 8:20 AM, Deverie <customerservice@northbeachwater.com> wrote:

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> If you would like to dispute the charge you can attend our next board
> meeting they are held here at the office and the next one will be at
> 10am on September 5, 2017. If you are not able to make it you can
> always send a letter to the board of what you want to dispute. This