

Problems with Water Submetering Systems (WSS)

Following is compilation of the problems we have had and I have pointed out **as well as solutions** in addition to my volunteering to calculate the bills for **free** and let CPMC handle the accounting while I was the Water Submetering Chairperson. Unfortunately, I was unceremoniously removed as Water Submetering Chairperson on December 13, 2004.

WSS Contract Violations

- Only \$50,000 bond instead of \$100,000 provided [Section 7]
- No Electronic Reports [Section 1.b.]
- Management Reports Late (required 7 working days from meter read date) [Section 1.b.]
- Hard Copy Report in Wrong Format (contract requires spreadsheet format like at 1/22/04 meeting) [Section 1.b.]
- Did not perform Differential Billing on 9 approved by passed motion for Jan/Feb billing [Section 1.g.]
- Missing Data
 - Missing Info on Replaced Submeters [Section 4.f.]
 - Missing Info on Irrigation Submeters [Section 1.b.]
 - Missing Monthly Info in regards to 1.5% meter accuracy checks [Section 1.b.]
 - Only two inaccurate reports covering July/August and September/October received
 - There are 22 lots with a discrepancy greater than 5%. Only 2 of these have been corrected so far.
 - There are many more with a discrepancy greater than 1.5%.

WSS Errors

- WSS overcharged us on reading and billing fees:
 - WSS charged us \$841.35 for Jan/Feb which equates to 213 billings, but we had only 202 in the submeter billing program for the 1st quarter which equates to \$797.90
 - WSS charged us \$928.25 for Mar/Apr and May/Jun which equates to 235 billings, but we had only started with 213 and finished with 212 in the submeter billing program for the 2nd quarter which equates to \$841.35 and \$837.40
 - WSS charged us \$857.15 which equates to 217 billings, but we had only 216 in the submeter billing program starting in the 3rd quarter which equates to \$853.20. Note: Based upon the motion passed at the February 19, 2004 board meeting and noted in the approved minutes, any homeowner who did not have a submeter “installed by 03/15/2004...must wait until 01/01/2005” to be in the submetering program. There were 3 lots (94, 99, and 130) whose submeter was installed after 3/24/04 and one lot (1579) which did not have a submeter installed until June. These four lots were allowed into the submetering program at the beginning of the 3rd quarter without a properly passed board motion. Since the lateness was due to WSS and not the owners, I agree with their addition. However, a properly passed board motion should have been made.
 - At this time, I have not been able to determine what WSS charged us for the Sep/Oct and Nov/Dec billings.
- Late fee is \$10 by contract [Section 1.d.], not \$15 as shown on first bills. This has been corrected.
- Payment is not late until after 25 days from billing by contract [Section 1.d.], not March 25 as shown on first bills or “21 days of invoice date” as shown on bills.
- **ALL** bills I have reviewed from upset customers have been wrong. Due to **systematic** problems detected, **over 83%, if not 100%**, of all the bills are in error.
 - WSS used new rates which did not become effective until March 3
 - WSS used new water rates of \$1.30, instead of \$1.26 for Jan/Feb billing
 - WSS used new environmental water surcharge rate of \$0.14, instead of \$0.11 for Jan/Feb billing
 - WSS has chosen billing periods of Jan/Feb, Mar/Apr, May/Jun, Jul/Aug, Sep/Oct, and Nov/Dec. These billing periods cause systematic errors because 4 of the 6 (Mar/Apr, May/Jun, Sep/Oct, and Nov/Dec) cross over 2 different rate periods. The city uses low rates for Dec-Mar, middle rates for Apr-May and Oct-Nov, and high rates for Jun-Sep. **Solution: WSS needs to shift billing periods by one month.**
 - WSS did not take 10% off sewer charges for the first three billing periods before splitting in the case of those sharing with a cul-de-sac submeter for those I reviewed.
 - WSS has incorrectly calculated sewer fees and environmental sewer charges. WSS had to reissue all bills for Jul/Aug because they failed to even take into account the new sewer fees and environmental sewer charges until I pointed this out. Sewer fees are based upon January through March usage and are constant from July through June barring rate increases like the one we did have last year or adjustments from duly completed “Request for Sewer Fee Adjustment” forms. WSS apportionment of these charges is also in error. **Solution: All meters must be read at the beginning of January and the end of March in order to calculate appropriate sewer fee percentages. Based upon WSS current billing periods, they need to read all the meters also at the end of March. If the previous solution is taken, then all the meters must also be read at the beginning of January. Additionally, “Request for Sewer Fee Adjustment”**

12/17/05

Printed and Copied personally at the expense of Mike P. Harris.

Articles I wrote for the Newsletter, published at HOA expense, have been blocked or altered without my permission.

forms should be completed each April in regards to our common area cul-de-sacs irrigation in order not to adversely effect those Gosnell Attached owners who share a city meter with a cul-de-sac.

- There are multiple other more detailed individual billing errors
 - Mistakes in reading of submeters and/or data entry of the reads
 - Typos
 - Base Fee Errors (They are not all the same.)
 - Jail Tax Errors

I can produce detailed billing statements and/or reports for all of 2004 by lot by month for review and comparison to WSS bills. For comparison purposes, I have added my individual monthly calculations together in the following table under “Bimonthly”. Despite the lack of required reports from WSS, I have been able to put together the following Billing Summary Comparison by back calculating WSS billings based upon WSS payments to CPMC and their questionable aging reports.

Month	Bimonthly	WSS*	% Difference	WSS Submitted	WSS Aging	WSS Fee
JAN	\$16,168.63	\$17,115.58	5.86%	\$0.00		\$841.35
FEB				\$0.00		
MAR	\$19,466.94	\$20,547.61	5.55%	\$0.00	\$3,773.20	\$928.25
APR				\$13,342.38		
MAY	\$29,270.97	\$29,065.95	-0.70%	\$1,289.40	\$9,309.12	\$928.25
JUN				\$13,722.29	\$2,250.60	
JUL	\$30,755.52	\$29,860.54	-2.91%	\$6,663.47	\$8,311.99	\$857.15
AUG				\$23,399.61	\$4,796.95	
SEP	\$25,036.42		-100.00%	\$3,665.43	\$15,254.00	
OCT				\$19,253.10	-\$134.21	
NOV	\$18,697.05		-100.00%	\$13,623.29		
DEC						
	\$139,395.53	\$96,589.68		\$94,958.97		

As seen by the last WSS aging report received for the end of October for a total of **-\$134.21**, there are some serious problems with WSS accounting. Renee has stated we have received no aging reports since this one. **Solution: No matter who reads the submeters and calculates the bills, the accounting should all remain with CPMC. Payments should be sent to CPMC directly! CPMC has an established system and procedure to handle delinquencies.**

Other WSS Problems

- Damaged wall from installation of submeter at 4840 E. Paseo Way has still not been repaired. I showed a picture of the damage at a board meeting.
- Jumping over locked gates. See police report (# 42082554) by Officer D. E. Young (#6726) for November 1, 2004 at about 10:30 AM. They were driving a green Ford pickup with license plate number 998 NRF.
- Instead of performing calculations based upon the reading of City Meters, WSS is requiring copies of all City Bills from our Management Company. This no longer adds costs to the HOA since we have a flat \$700 monthly administrative fee; however, it does add costs to CPMC and takes valuable time away from CPMC that they could devote to the HOA.
- WSS had and may still be using unlicensed plumbers and has already had to fix several leaks.
- WSS installed some submeters in incorrect locations effectively not including irrigation systems. This could be the reason for several of the discrepancies noted above greater than 1.5%. Only 2 have been moved by WSS at this point.
- High sewer fees in regards to 9228 and 9234 S. 50th Street due to WSS problem with cul-de-sac submeter last year.

Note: Before taking on the Pointe account, the largest account serviced by WSS had only 64 units according to Brian Lincks.

12/17/05