

**Quarterly Report of One-Time Water Bill Adjustments
October - December 2024**

Name	Street Name, City	Division	Date of Adjustment	Excess HCF	Amount of Adjustment	Approved by
Jose A. Lira	Colling Road East, Bonita	5	10/03/24	118	\$502.66	GM
Gabriel Ortiz	East 3rd Street, National City	NC	10/07/24	89	\$245.24	Staff
Lenara Funk	Camino Vista Real, Chula Vista	3	10/07/24	45	\$200.55	Staff
Anita McIntire	Landis Avenue, Chula Vista	1	10/08/24	31	\$143.53	Staff
Sonia Mazariegos	East 4th Street, National City	NC	10/09/24	105	\$453.91	GM
Jessica De Santiago	Corte Maria Avenue, Chula Vista	5	10/09/24	125	\$332.56	Staff
Michael Dole	Shirley Street, Chula Vista	5	10/16/24	105	\$364.42	Staff
Restauranteer Group LLC	Broadway, Chula Vista	1	10/16/24	322	\$819.48	GM
Jose Miranda	Fallbrook Court, Bonita	5	10/17/24	62	\$273.54	Staff
Lorena Lucero	Cuyamaca Avenue, Chula Vista	3	10/17/24	45	\$183.15	Staff
Ernesto Fabian	Tolas Court, National City	NC	10/18/24	147	\$626.01	GM
David Cowan	Good Karma Lane, Bonita	5	10/18/24	139	\$592.09	GM
Brian Shinn	Calle Mesita, Bonita	5	10/24/24	78	\$337.22	Staff
Olga Joachim	Bonita Woods Drive, Bonita	5	10/24/24	181	\$764.71	GM
Drosi Living Trust	East 9th Street, National City	NC	10/24/24	309	\$775.28	GM
Thomas Zube	2nd Avenue, Chula Vista	4	10/29/24	270	\$1,125.30	GM
Marvin Dale Gooch	Central Avenue, Bonita	5	10/31/24	31	\$98.59	Staff
Alejandra Gonzalez	East 16th Street, National City	NC	11/12/24	60	\$254.32	Staff
Vanessa Contreras	East San Miguel Drive, Chula Vista	3	11/13/24	57	\$225.33	Staff
Carol Crossman	Horton Road, Bontia	5	11/13/24	1353	\$3,247.20	Board
Mary Montanez	Butternut Hollow Lane, Bonita	5	11/15/24	202	\$855.18	GM
Nancy Yeung	East 12th Street, National City	NC	11/20/24	82	\$303.16	Staff
Luis Gonzalez	Hoover Avenue, National City	NC	11/20/24	48	\$202.62	Staff
Juan Serna	Plaza Alonzo, Bonita	5	11/20/24	46	\$172.84	Staff
Crystal Cruz	Judson Way, Chula Vista	3	11/20/24	61	\$239.39	Staff
Nancy Traver	Highland Avenue, National City	NC	11/26/24	105	\$278.04	Staff
Crystal Guerrero	G Street, Chula Vista	1	12/03/24	226	\$936.58	GM
Porfiria Medina	Hoover Avenue, National City	NC	12/03/24	52	\$139.88	Staff
Ashley Hargrove	East 1st Street, National City	NC	12/03/24	26	\$125.58	Staff
Juliettaq Benson	L Avenue, National City	NC	12/04/24	274	\$1,139.66	GM
John Jira	Glover Avenue, Chula Vista	1	12/11/24	109	\$460.99	GM
Francisco Castillo	Corte Maria Avenue, Chula Vista	5	12/11/24	116	\$491.81	GM
Sierra Park Apartments	Woodlawn Avenue, Chula Vista	2	12/11/24	199	\$521.44	GM
Tom Fysh	San Miguel Road, Bonita	5	12/12/24	138	\$548.44	GM
Elvira Rubacalva	Harding Avenue	NC	12/12/24	110	\$445.54	GM
Ibarra Tax Services	3rd Avenue	4	12/13/24	67	\$168.16	Staff
Bryan Talbott	Oaklawn Avenue	2	12/13/24	48	\$200.24	Staff
Shannon Turner	Glen Abbey Boulevard	5	12/13/24	43	\$147.91	Staff
William Estrella	San Miguel Road, Bonita	5	12/19/24	76	\$301.18	Staff

Total number of accounts given adjustments:	39
Total consumption (HCF) at the discounted rate:	5,700
Total amount of adjustments:	\$19,244
Total billing amount for 2nd quarter:	\$13,510,003
Adjustment percent of total billing:	0.14%

Adjustment Authorization Limit:
Staff - less than \$400
General Manager - less than \$1,500
Governing Board - Over \$1,500

**Quarterly Report of Staff Action
October Through December 2024**

Name	Street Name, City	Date of Adjustment	Staff Action
Jose A. Lira	4371 Colling Road East, Bonita	10/3/24	Per high consumption audit requested by Field Supervisor meter was found to be running at .90 GPM. Consumer was able to isolate the leak in the backyard with a valve.
Gabriel Ortiz	230 East 3rd Street, National City	10/7/24	Per field check high consumption audit consumer notified customer service representative leak behind wall was located and repaired.
Lenara Funk	214 Camino Vista Real	10/7/24	Per Mr. Funk, he hired a plumber after receiving the high bill who found a slab leak under their house. Mr. Funk had the leak repaired and his next bill reflected lower usage.
Anita Mcintire	178 Landis Avenue	10/8/24	Per high consumption audit requested by consumer meter was found to be running at 3 GPD. Consumer claims the pool leaks but recently fixed kitchen sink and a toilet. The following bill has already gone back to normal.
Sonia Mazariegos	833 E 4th Avenue	10/9/2024	Per high consumption audit requested by Field Supervisor meter was found to be running at .15 GPM. Consumer was sure the toilet was leaking and would test and fix. Per Field Representative two weeks later the meter wasn't running and usage had gone down.
Jessica De Santiago	124 Corte Maria Avenue	10/9/24	Per high consumption audit requested by consumer meter found to be running at .044 GPM. Consumer later stated the leak was caused by the filter from the pool which has been fixed. The following bill confirmed usage has gone down.

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Name	Street Name, City	Date of Adjustment	Staff Action
Michael Dole	270 Shirley Street	10/16/24	Per high consumption audit requested by Field Supervisor meter was found to not be running.. Consumer states he has a toilet leak and has turned toilet off but has not repaired the leak.
Restauranteer Group LLC	555 Broadway	10/16/24	Per high consumption audit requested by Field Leadworker meter was found to running at 3.29 GPM. Employees reported seeing water on bathroom floor and second bathroom is being built. The owner later stated the Chula Vista Center was doing work that caused a leak on their line that has fixed.
Jose Miranda	1242 Fallbrook Court	10/17/24	Per Consumer there was an irrigation leak. The Field confirmed the meter wasn't running and Consumer confirmed the irrigation leak had been fixed.
Lorena Lucero	1021 Cuyamaca Avenue	10/17/24	Per Consumer she had two toilets that were running. The Field confirmed the meter isn't running and Consumer confirmed both toilets were fixed.
Ernesto Fabian	3404 Tolas Court	10/18/24	Per high consumption audit requested by Field Leadworker meter was found to be running at 1.7 GPM. Consumer reported they had a toilet leak that has been fixed. The Field also confirmed the meter isn't running anymore.
David Cowan	5731 Good Karma Lane	10/18/24	Per high consumption audit requested by Field Supervisor meter was not running. Per consumer they had a toilet leak that has been fixed.
Brian Shinn	1020 Calle Mesita	10/24/24	Per high bill investigation the meter was found not to be running. When applying for the 1x adjustment, the consumer informed they had irrigation leak that was repaired.

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Name	Street Name, City	Date of Adjustment	Staff Action
Olga Joachim	3427 Bonita Woods Drive	10/24/24	Per high consumption audit requested by Field Supervisor, meter not running but consumer explained they had a lead in the backyard and had recently filled the pool.
Drosi Living Trust	1846 East 9th Street	10/24/24	Per high consumption audit requested by Field Supervisor, meter was found to be running at 134 GPH. Consumer discovered a toilet running and had it fixed. The Field confirmed meter isn't running any more.
Thomas Zube	716 2nd Avenue	10/29/24	Per high consumption audit requested by Field Supervisor, meter was found to be running at 2.25 GPM. Per owner, there was a toilet leak that has been fixed.
Marvin Dale Gooch	5247 Central Avenue	10/31/24	Per high bill investigation requested by the consumer, meter not running and no leaks were present. Consumer stated he had left the hose running all night.
Alejandra Gonzalez	940 East 16th Street	11/12/24	Per high consumption audit requested by Field Supervisor, meter was not running. Consumer stated they had a toilet leak that was fixed.
Vanessa Contreras	74 East San Miguel Drive	11/13/24	Per high consumption audit requested by Field Supervisor, meter was found to be running at 0.07 (GP) E=2 minutes. The consumer wasn't able to find any leaks and requested a 2nd high bill investigation which the meter was still running. The Field Representative noticed the consumer valve at the hose bib was slightly open. The consumer turned the valve completely off and the meter stopped running.
Carol Crossman	746 Horton Road	11/13/24	Per high consumption audit requested by the Field the meter was found to be running at 0.14 gallons per minute after multiple irrigations leaks were fixed in the month of August by the property owner.

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Name	Street Name, City	Date of Adjustment	Staff Action
Mary Montanez	4756 Butternut Hollow Lane	11/15/24	Per high consumption audit requested by the Field Leadworker, the meter was found to be running at 6 GPM. Per consumer they had a leak in the pool and had to drain to make repairs and then refilled it after repairs were made. Per high consumption work order requested by the office, the meter isn't running anymore.
Nancy Yeung	2221 East 12th Street	11/20/24	Per high consumption audit requested by the Field Supervisor the meter was found to not be running. Per consumer they had a toilet leak that was fixed.
Luis Gonzalez	1516 Hoover Avenue	11/20/24	Per high bill investigation requested by the consumer, meter not running. Consumer found a hole in their water pipe that he had fixed.
Juan Serna	3025 Plaza Alonzo	11/20/24	Per high consumption audit requested by the Field Supervisor the meter was found to not be running. Per consumer they had a toilet and tub leak that was fixed.
Crystal Cruz	1454 Judson Way	11/20/24	Per high consumption audit requested by the Field Leadworker, the meter was found to not be running. Per consumer, they had a hot water slab leak that was fixed.
Nancy Traver	522 Highland Aveune	11/26/24	Per high consumption audit requested by the Field Supervisor, the meter was found to be running at 1gpm. Per customer they had a toilet leak that was fixed. The field was sent out a 2nd time and confirmed the meter wasn't running any longer.
Crystal Guerrero	379 G Street	12/3/24	Per consumer the high usage was caused by a toilet leak that was fixed. The Field confirmed the meter is not running.
Porfiria Medina	1205-1209 Hoover Avenue	12/3/24	Per consumer, they had a toilet leak that was fixed. Leak confirmed to be fixed based on the following bill went back down to normal.
Ashley Hargrove	1449 East 1st Street	12/3/24	Per consumer, they had a toilet leak that was fixed. Leak confirmed to be fixed based on the following bill went back down to normal.

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Name	Street Name, City	Date of Adjustment	Staff Action
Julieta Benson	1420 L Avenue	12/4/24	Per high consumption audit requested by the Field Supervisor, the meter was found to be running at 2.6 GPM. Consumer informed the toilet was running. The toilet leak was fixed per consumer and confirmed by the Field that the meter no longer is running.
John Jira	709 Glover Avenue	12/11/24	Per high consumption audit requested by the Field Supervisor, the meter was found to not be running. Per consumer, they had irrigation timer problems that were fixed. Next bill lower which confirms the problem was fixed.
Francisco Castillo	131 Corte Maria Avenue	12/11/24	Per high consumption audit requested by the Field Supervisor, the meter was found to be running at .67 GPM. Per consumer, they had a slab leak that was fixed. Usage has gone down based on a recent read taken byt the Field.
Sierra Park Apartments	885 Woodlawn Avenue	12/11/24	Per consumer, the apartment complex had three toilet leaks and a kitchet faucet leak that were repaired. The following bill is lower and confirms the leaks were fixed.
Tom Fysh	5449 San Miguel Road	12/12/2024	Per high consumption audit requested by the Field Leadworker, the meter was found to be not running. Per consumer, they had an underground irrigation valve leak that was fixed. The Field confirmed the usage has gone down and the meter is still not running.
Elvira Rubacalva	1623 Harding Avenue	12/12/2024	Per high consumption audit requested by the Field Supervisor, the meter was found to be running at a rate of 2.1 gallons per minute. The consumer was notified and given leak tabs. The field confirmed another small leak at the property after repairs to the larger leak were made. The consumer was informed and he will look into it.

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Ibarra Tax Services	571 3rd Avenue	12/13/2024	Per high consumption audit requested by the Field Supervisor, the meter was found to not be running. Per consumer they had a toilet leak that was fixed.
Bryan Talbott	688 Oaklawn Avenue	12/13/24	Per high consumption investigation requested by Customer Service office staff, the meter was found to be running. Per consumer they had a slab leak that was fixed.
Shannon Turner	3350 Glen Abbey Boulevard	12/13/24	Per high consumption audit requested by the Field Supervisor, the meter was found to be running 13 GPD. Per consumer, they had a toilet leak that was fixed.
William Estrella	5912 San Miguel Rd	12/19/24	Per high consumption audit requested by the Field Supervisor the meter was found to to be running at 1 GPM. Per req Field Check on 12/2/2024 meter not running, usage back to normal.