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**crestline village**



## ***Memo***

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To: Board of Directors  
From: Josselyn Quine  
Date: November 15, 2023  
Subject: Consider Customer Request for Adjustment to Account Balance from Repairs;  
Richard Carrillo; Account No. 012-6696-06; 374 Highway 138

On Saturday, October 28<sup>th</sup> our On-Call serviceman received a call regarding a broken service line on his property. Serviceman Justin Anderson responded to this call. Justin was able to clamp the service line until further repairs could be completed. On October 30, 4 servicemen went out to make this repair. The customer at 374 Highway 138, Richard Carrillo, was digging in his backyard to install pavers and hit the service line feeding 23103 Hemlock Lane. The crew spent 6 hours repairing this leak. The customer at 374 Highway 138 was unaware of the line running through his backyard but did not call in an Underground Service Alert for us to come out and mark the service line.

After creating the billing for this work order, the final bill was \$1,833.94. This total includes the hourly wages for the 4 servicemen, vehicle used, and the parts for repairs. There is a 25% overhead for parts and a 68% overhead for labor. The service truck costs \$35 per hour. Because of the initial phone call to our On-Call serviceman, he also incurred a \$75 after hours charge bringing this total charge to \$1,908.94.

Richard Carrillo is asking the Board to reduce this charge due to him already making payments on his water account and the amount of this bill being so high.

Crestline Village Water District  
Bill to Customer Richard Carillo

Account No:  
Work Order: 21105 374 Highway 138

	<u>Materials</u>	<u>Labor</u>	<u>Total</u>
Cost	109.47	885.18	994.65
Asphalt - 1 Ton			-
Meter			-
Overhead %	25%	68%	
Overhead	27.37	601.92	629.29
Total Material & Labor	<u>136.84</u>	<u>1487.10</u>	<u>1,623.94</u>

Equipment:	<u>Rate</u>	<u>Hours</u>	
Service Truck #3	35.00		-
Service Truck #2	35.00	6.00	210.00
Compactor	15.00		-
JD 310 Backhoe	80.00		-
Water Truck	65.00		-
CO2 Freeze Kit	20.00	0.00	-
Total Equipment			<u>210.00</u>

Total Billable Charges

1,833.94 added to acct  
11.6.23

WORK ORDER NO: 21105

JOB: 374 HWY 138

DATE: 10-30-2023

HOURS

Air Compressor/Jackhammer		38.00	
Arc Welder		47.00	
Asphalt Grinder		62.00	
Asphalt Roller - 6 ton		60.00	
Asphalt Tack Sprayer		27.00	
Asphalt/Ton		120.00	
Case 1845 Skid Steer		35.00	
Cement Mixer		15.00	
Chipper		62.00	
CO2 Freeze Kit		20.00	
Compactor		15.00	
Concrete/lb		1.60	
Dump Truck - Freightliner		50.00	
Dump Truck - International		50.00	
JD 310 Backhoe		63.00	
JD Loader		92.00	
Mtr Test Bench		20.00	
Paver		73.00	
Portable Generator		15.00	
Power Broom		35.00	
Service Truck # 2		35.00	6
Service Truck #		35.00	
Service Truck #		35.00	
Service Truck #		35.00	
Test Pump		20.00	
Water Truck		35.00	

Labor: 147.53 x 6  
= 885.18

Parts: 109.47

James, Jonah, Shawn and Andrew 6 hours hand digging  
46.36 34.54 34.54 32.09

Parts - 2 = 02-026 and 1 = 03-023  
19.08 x 2 = 38.16 71.31



Crestline Village Water District, CA

012-6696  
Service Order

*JA*

Completed

Job Date: 10/28/2023 08:00 AM  
Job Code: MISCELLANEOUS - MISCELLANEOUS  
Group: FIELD SERVICE  
Staff: JUSTIN ANDERSON

Service Order #: SO33719  
Job Action: Miscellaneous  
Issued By: JUDITH ANDERSON  
Requested By: Richard Carrillo

Location: 374 Highway 138 Crestline CA 92325  
Account: 012-6696-06 Richard Carrillo

Services

Service	Action	Current Meter #	Meter Serial #	R #	Scale	Last Read	Reading	New Meter #	Set Reading
100 -WATER CO	No Action	89163432	89163432	66949288	1	21100			
Meter Location: FM 5'L SM OAK 4'OS lot 2275 tract 2351									
101 -WATER BAS	No Action								
600 -ServLINE	No Action								

Order Notes: AFTER HOURS CALL.

Completion Notes: CUSTOMER @ 374 HIGHWAY  
138 BROKE 23103 HEMLOCK  
SERVICE LINE. REPAIRED  
AND ZERO FEED RATE PRIOR  
TO LEAVING.

JA

Completion Date:

Worked By:

Approved By:

SERVICE ORDER FOR 012-6696

Date: 28 OCT 2023 Acct. No.

Name: (BTC AT 374 HWY 138)

Address: 23103 HEMLOCK

Lot: \_\_\_\_\_ Tract: \_\_\_\_\_ Phone: \_\_\_\_\_

MTU #: \_\_\_\_\_ Loc: \_\_\_\_\_

Mtr Read: \_\_\_\_\_  S/O at Meter

Mtr #: \_\_\_\_\_  T/O at Meter

Check AMS: On / Off  Ck for Leaks/Assist Cust

Meter Running? Y / N  H/N: 48 Hr / 5 Day/ 10 Day

Other ~~23103~~ Door / Adult / Child

CUSTOMER AT 374 HWY 138

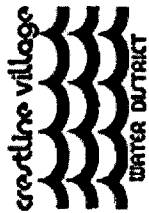
BROKE 23103 HEMLOCK

SVC. LINE. REPAIRED AND

0 FEED RATE PRIOR TO LEAVING.

20660 JA 28 OCT 2023 3:45 - 4:45P

Last Read Serviceman - Date/Time



Crestline Village Water District, CA

# Adjustment Register

UBPKT05625 - Single Account Adjustment - 012-6696-06

## Adjustment Detail

Account	Name	Adjustment Code	Date	Adjust Account Balance	Adjust Fee	Adjust Donation	Adjustment Amount	Deposit Code	Revenue Distribution Amount
012-6696-06	Garrillo, Richard	1ADJ	10/31/2023	0.00	0.00	0.00	75.00	100 - Residential Water Sales	75.00
Total:				0.00	0.00	0.00	75.00		

User Name: janderson Create Date: 10/31/2023 2:53:57 PM  
 Reference: AFTER HOURS CALL 10/28/2023  
 Note: CUSTOMER BROKE SERVICE LINE @ 23103 HEMLOCK  
 SEE ORDER # 033719

## Adjustment Code Summary

Adjustment Code	Count	Amount	Revenue Code	Total Distributed	Current Amount	Past Due amount
1ADJ - MISC-Adjustment	1	75.00	100 - Residential Water Sales	75.00	75.00	0.00
<b>Total:</b>	<b>1</b>	<b>75.00</b>				

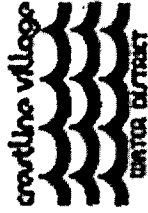
## Adjustment Revenue Code Summary

Revenue Code	Total Distributed
100 - Residential Water Sales	75.00
<b>Adjustment Revenue Total:</b>	<b>75.00</b>

## General Ledger Distribution

Posting Date: 10/31/2023

Fund:	Account Number	Account Name	Posting Amount	IFT
100 - GENERAL FUND	100-120000	ACCOUNTS RECEIVABLE, UTILITY	75.00	
	100-411000	RESIDENTIAL WATER SALES	-75.00	
	<b>100 Total:</b>		<b>0.00</b>	
	<b>Distribution Total:</b>		<b>0.00</b>	



Crestline Village Water District, CA

# Adjustment Register

UBPKT05663 - Single Account Adjustment - 012-6696-06

## Adjustment Detail

Account	Name	Adjustment Code	Date	Adjust Account Balance	Adjust Fee	Adjust Donation	Adjust Amount	Total Adjustment Amount	Deposit Code	Revenue Distribution Amount	Deposit Code	Amount
012-6696-06	Carrillo, Richard	1ADJ	11/6/2023	0.00	0.00	0.00	1,833.94	1,833.94	Misc Revenue - Miscellaneous Revenue	1,833.94		
				<b>Total:</b>	<b>0.00</b>	<b>0.00</b>	<b>1,833.94</b>	<b>1,833.94</b>				

Reference: BTC 10/30/2023  
 User Name: Josselyn Create Date: 11/6/2023 1:36:17 PM  
 Note: BTC ON 10/30/2023 - CUSTOMER AT 374 HIGHWAY 138 WAS DIGGING BESIDE HOUSE AND HIT SERVICE LINE FOR ADDRESS 23103 HEMLOCK DR.

## Adjustment Code Summary

Adjustment Code	Count	Amount	Revenue Code	Total Distributed	Current Amount	Past Due amount
1ADJ - MISC-Adjustment	1	1,833.94	Misc Revenue - Miscellaneous Revenue	1,833.94	1,833.94	0.00
<b>Total:</b>	<b>1</b>	<b>1,833.94</b>				

## Adjustment Revenue Code Summary

Revenue Code	Total Distributed
Misc Revenue - Miscellaneous Revenue	1,833.94
<b>Adjustment Revenue Total:</b>	<b>1,833.94</b>

**APPROVED**  
 \_\_\_\_\_  
 Initials / Date

## General Ledger Distribution

Posting Date: 11/06/2023

Fund:	Account Number	Account Name	Posting Amount	IFT
100 - GENERAL FUND	100-120000	ACCOUNTS RECEIVABLE, UTILITY	1,833.94	
	100-495900	OTHER REVENUES	-1,833.94	
<b>100 Total:</b>			<b>0.00</b>	
<b>Distribution Total:</b>			<b>0.00</b>	