

Distributed at 9/17/12  
Board Meeting

**Arlene Tavani**

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**From:** Dave Stoldt  
**Sent:** Sunday, September 16, 2012 7:59 PM  
**To:** Arlene Tavani  
**Subject:** Fwd: CAL-AM Water Bills That Spike Up Without Any Reasonable Cause

RECEIVED

Dave Stoldt  
508-954-8414  
Sent from my iPhone

SEP 16 2012

MPWMD

Begin forwarded message:

**From:** "R. J. Roland" <[rjayroland@gmail.com](mailto:rjayroland@gmail.com)>  
**Date:** September 16, 2012 7:48:06 PM PDT  
**To:** <[dstoldt@mpwmd.net](mailto:dstoldt@mpwmd.net)>  
**Cc:** "R. J. ROLAND" <[RJAYROLAND@GMAIL.COM](mailto:RJAYROLAND@GMAIL.COM)>, <[Jhparise@aol.com](mailto:Jhparise@aol.com)>  
**Subject:** CAL-AM Water Bills That Spike Up Without Any Reasonable Cause

Mr. Dave Stoldt, General Manager  
MPWMD

My name is Jay Roland. My home is at 33 Castro Road, Monterey. I own the properties at 500 Sloat Avenue and 15 La Playa Avenue. I have experienced a very high bill from CAL-AM as have many others in my community. At each of the properties I have been notified by CAL-AM of the high water usage. The only actual "spiked" water bill has been at the 33 Castro Road address. This is not just my problem, because many other consumers have written similar stories to the Monterey Herald.

Something is wrong and I think it is time that the MPWMD gets involved. I am requesting that the Issue of spiked water bills from CaAL-AM be put on the Water Board's agenda for discussion and action in time for the October 15 board meeting.

If I am unable to attend the board meeting on 9/17/12, I am requesting that this letter be read into the record during the meeting.

Thank you,

Ronald J. Roland

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**Ronald J. Roland, PhD, President**  
**ROLANDS & ASSOCIATES Corporation**  
**120 Del Rey Gardens Drive**  
**Del Rey Oaks, CA 93940**  
**WWW.ROLANDS.com**  
**W: +1.831.373.2025; M: +1.831.402.8607**  
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**President@ROLANDS.com**

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Distributed at 9/17/12  
Board Meeting.

**Arlene Tavani**

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**From:** Dave Stoldt  
**Sent:** Monday, September 17, 2012 10:50 AM  
**To:** Arlene Tavani  
**Subject:** FW: CalAm water bills

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**Importance:** High

MPWMD

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**From:** Walsh, Craig (RWC) [mailto:Craig.Walsh@colliers.com]  
**Sent:** Monday, September 17, 2012 10:26 AM  
**To:** Dave Stoldt  
**Cc:** Lindy Levin  
**Subject:** CalAm water bills  
**Importance:** High

Dave,

We have a home at 1111 Ocean View in Pacific Grove. This my mother house who is 78 years old and is the widow of Bill Walsh. I am their son and the trustee of my mother's estate. We have been getting crazy water "bills" over the last 2 years. To make a long story short, CalAm is now going to turn off service at this residence because we have racked up \$10,000 in water usage over the last 60 days. The bills have been up to \$5,000 and down to \$ 300 per month so there is no constant leak.

Two weeks ago I had an independent leak detection company out, their finding was there is no leak anywhere. They tested the drip system and went through the entire house. ( I have their certified report).

CalAm sent out a "technician " in June of 2012 and he concluded it was the drip system....without even testing it!!!! He was there and gone in 20 minutes.

Last month CalAM said we used 84,000 gallons of water....the home is 1,900 sq ft. **This is ridiculous**, they even suggested someone was stealing water -to take 84 thousand gallons the truck would have to be able to hold 5 swimming pools and be there for 14 days.

To me This is Elder Abuse, please put this issue on the agenda for the next meeting.

Craig Walsh

**Craig Walsh**

Associate

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**Arlene Tavani**

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**From:** Dave Stoldt  
**Sent:** Monday, September 17, 2012 10:48 AM  
**To:** Arlene Tavani  
**Subject:** FW: 2010 Recipient

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Another email

MPWMD

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**From:** [Jhparise@aol.com](mailto:Jhparise@aol.com) [<mailto:Jhparise@aol.com>]  
**Sent:** Monday, September 17, 2012 9:24 AM  
**To:** Dave Stoldt  
**Subject:** 2010 Recipient

Mr. Dave Stoldt, General Manager  
MPWMD

Our family experienced one excessive water bill from Cal Am as have many others, friends in our community. This is just not our problem as many others have voiced their concerns in the media as well as have written to our local paper, The Monterey Herald.

Something is definitely wrong here and it's time that MPWMD gets involved directly to correct this immediately.

As of today, September 17, I am asking that the issue of Cal Am's spiked water bills be placed on the Water Board's agenda for discussion and action in time for the October 15 board meeting.

If I am unable to attend the board meeting on September 17, then I am requesting that this letter be read into the record during the meeting.

Thank you,  
Janice Parise  
Pacific Grove

Distributed at 9/17/12  
Board Meeting.

**Dave Stoldt**

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**From:** Lindy Levin <lindylevin@gmail.com>  
**Sent:** Monday, September 17, 2012 2:09 PM  
**To:** Dave Stoldt  
**Subject:** Spikes in Cal Am Water Bills

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SEP 17 2012

**MPWMD**

Dear Mr. Stoldt,

I am writing to you to request that the water board put the issue of Cal Am's water bills on the agenda for discussion and action at the next board meeting on 10/15/12.

It took many months for me to reach a resolution with CalAm after I proved from three sources that I had no leaks inside or outside of my house in PG. Even after that, CalAm sent me a disconnect letter. I complained to the PUC, and as a result, a Cal Am gave me a credit for over payment.

Here is the problem: if a consumer proves there are no leaks, why is he or she still held responsible for the unexplained water loss? If there are no leaks, how can Cal Am negotiate a leak adjustment? These rate adjustments are still far more than a bill based on average usage.

Cal Am has successfully shifted the burden of proof and ultimate responsibility to the consumer, which is a policy that is unjust and should be investigated.

I intend to be at the meeting tonight, but if for some reason I don't make, please read my letter into the record during the meeting.

Thank you  
Lindy Levin

Sent from my iPad

Distributed at 9/17/12  
Board Meeting

**Arlene Tavani**

**From:** Dave Stoldt  
**Sent:** Monday, September 17, 2012 1:20 PM  
**To:** Arlene Tavani  
**Subject:** FW: Cal Am Bill Spikes

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SEP 17 2012

MPWMD

-----Original Message-----

**From:** Cris Staedler [<mailto:staedler@emcplanning.com>]  
**Sent:** Monday, September 17, 2012 12:35 PM  
**To:** Dave Stoldt  
**Cc:** 'Lindy Levin'  
**Subject:** Cal Am Bill Spikes

Good Afternoon Mr. Stoldt-

We have recently experienced a Cal-Am bill spike with one of our commercial tenants at 301 Lighthouse Avenue in Monterey. In summary, they have been in the same lease space for 27 years and consistently use approximately 5 units per month.

Last month, they received a bill from Cal-Am for 250 units. This was a %5000 increase from 375 gallons per month they consistently used for 27 years to over 18,000 gallons per month.

In response, the business owners contacted Cal-Am customer service and were told that there was nothing they could do about it. The business owners hired a reputable plumber to check out all the plumbing and no leak was detected. They continued to monitor the water meter on a daily basis and found it to be operating consistently with their normal average monthly usage of 5 units per month. In short, they have not found any leaks and the water meter is now showing normal average monthly usage once again. The business owners contacted Cal-Am again and were told that the only way they could get an adjustment on their bill is if they can provide evidence that there was a significant leak associated with their water meter, which they cannot.

This story appears to exactly emulate other recent stories of customers receiving abruptly spiking water bills with no apparent explanation for the "alleged" increase in water use and then the rates inexplicably drop to former levels after their spikes. This is clearly a situation where ".there are bills in one single month that appear to be atypical" according to written comments made by Cal-Am President Robert MacLean. Clearly, there is something wrong, as at least partially acknowledged by their President, Robert MacLean.

I respectfully request that the agency put this issue on the agenda for the 10/15/12 meeting for discussion and appropriate action.

Further, I would request that my email be read into the public record at tonight's board meeting.

\*\*\*\*\*

Cris Staedler  
Managing Member  
301 Lighthouse Avenue, LLC  
PO Box 414  
Monterey, California 93942

Phone (831) 277-2699