

## **Open Letter to the Town of Discovery Bay Board Of Directors**

**I am not able to make the upcoming Town Board Meeting but want my voice heard, please include my letter in the record.**

First I would say that I would have hoped the Board would have learned the importance of Community outreach and communications after last year's debacle on the topic of Water Meter install costs, but apparently not. Getting a letter in the mail with virtually no detail or explanation and requesting payment within 30 days was irresponsible. In addition to having no meaningful info on how the costs were determined the letter also neglected to communicate how to get the missing Detail or how to deal with any questions or potential disputes. Did the Board actually read this letter before sending it out? Did you all have no clue as to the potential reaction of the Community / recipients? There are few issues more impactful then those that hit our wallets directly. The Town's lack of communications and transparency has created yet another unnecessary Community firestorm.

### **Water Meter Install Costs -- Mistakes or a Potential Fraud?**

The Water Meter Installation Bills clearly do not appear to reflect actual work performed on a given property. Were they based on a pre-work survey, an estimate, mistakes, fraud or something else? I know my bills do not reflect the work performed on my 3 properties and I know many other Residents who feel the same way.

I have 3 properties next to each other and had 3 different bills ranging from \$606 to \$1500. I called the Town and they sent me a line by breakdown of the bills. Looks like the majority and most variable part of the Bill is a line item called "Construction Type" which lists 3 Construction Types with my costs ranging from \$95 to \$950 (a factor of 10X) on this one line item for my 3 properties.

I suspect they classified each house prior to the actual work being done so my driveway install was automatically classified as a Type 3 Construction (the most difficult and expensive). The reality though it was the easiest as they just popped the lid on the box, replaced the valves, connected a meter etc and closed the box, no digging, no obstruction, no concrete work, no landscaping, no vegetation, no moving anything, no new box etc. It was a piece of cake install and should have

been the cheapest to do, but for some reason it was classified as a Type 3 Construction with costs 10 times greater than my neighboring residence which required digging and more install work. Something is wrong here and it feels like someone is ripping me off.

My issue is the bills do not relate to actual work performed, how can they, when my biggest bill by a factor of 2.5X was the easiest installation. I have requested a review and sent an email to several of the Town Board Members about the issue. My questions are: Were costs based on a pre-work estimate vs actual work performed? Do I have a legitimate mistake on my bills or did the Contractor or someone else intentionally misstate my installation difficulty jacking up my costs? How are disputes handled? Will a legitimate dispute impact the billing due date? Is the contractor ripping the Town / Us off? Or are the billing errors mistakes of the Town? Requiring payment within 30 days of first hearing about the billed cost was irresponsible and is also problematic especially for disputed installations.

The Community is boiling with questions. How does this get resolved?

Lots of questions & very few answers.....

Thanks



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