



Memo

To: Board of Directors
From: Josselyn Quine
Date: December 11, 2025
Subject: Customer Request – Miguel Moreno; 002-0270-00

On August 26, 2025, we received a call from Miguel stating there was no water at his home. Office staff created a service order, and a serviceman went to the property to find the AMS was halfway on, needing to be replaced. The AMS turned all the way around when it should only turn 180 degrees. There was extensive damage to the AMS.

On November 11, 2025, we were able to replace the AMS. The billable hours for this job were calculated to be \$301.66.

Miguel called the office on November 24, 2025, to dispute this charge. General Manager Thomas Weddle investigated the damaged equipment. Tom explained to Miguel the extent of the damage and that it would have been repaired by us if we had broken the equipment; that the charge stands as is. Miguel stated he would not pay for this.

Miguel called the office again on December 11, 2025, to speak with a manager asking what else could be done to lower this bill. Manager Quine took this call expressing Tom's decision stands unless he wanted to attend a Board meeting.

It is staff recommendation to keep charge as is on account. This charge was paid on December 15, 2025.



WT 22.6





NOXON

DUNK 999

KOD RADE

SJT

999
ADE

NO GR
CHEMICAL
CAS# 764

VT 22.6 kg



Gym 23.9 kg

COSTUME AD.
etc

ED2822RPH
143
S35

W
S35



This water service
Authorized Water D
cause possible charges
legal action
For assistance call:
Positive (90)

5 Kg

