

<http://www.rimoftheworld.net/discuss/25/78862>

**ROTW - Cedarpines Park: Double Check your water bill, you are being way over charged!!!!**

**From: Darkman**

**Sent:** Friday, March 11, 2011 08:21 AM

Hello All,

Yesterday I received my water bill in excess of \$300 to my surprise. Here is what I discovered. My dates yesterday reads equals 61 days. According to my bill my daily average of use charge is \$5.80. I went out my meter a full 10 days later and found my meter to read that I was still 120 gallons under what they read 10 days ago. Which means my daily charge would be \$4.77, which means each day CPMWC is taking in \$1.03 of revenue that is not due to them, and an over charge of \$62.83 for the billing duration. I understand that weather prevents them from reading meters from time to time. I also see according to the math, that they are taking a very inflated daily ratio and using this to calculate their invoicing. Why do they do this? It is because in times of winter, water usage is lower than in summer, spring, or fall. So they calculate at a higher rate to keep their revenues high, when they should be lower, and spread out the over charges when revenues are higher later in the year. Crooked business practice. I will not be paying my bill as charged and am going to force them to utilize their resources to invoice me accurately. Which basically means that, in their efforts to cheat the people of our community, it will cost them more in re-invoicing and personnel to do the job they should have done right in the first place. If you would like my help in finding out how much you are being cheated, here is my personal e-mail. [gdark508@gmail.com](mailto:gdark508@gmail.com)

**From: disposition**

**Sent:** Friday, March 11, 2011 08:39 AM

Also, keep in mind that the last 2 billing periods (4 months) were "estimated" bills... Both times the meters were supposed to be read the meters were under berms..

**From: Darkman**

**Sent:** Friday, March 11, 2011 08:46 AM

Mine is nowhere near a berm, they have full clear access. Sorry excuse to take money that is not theirs. I run a very large business with honest business practices. You make all the excuses you want, this is dishonest. in my case their estimates are over \$120 off for that 4 month period, their accountant is either a complete idiot, or he believes the people of CPP will be to ignorant to figure it out.

**From: disposition**

**Sent:** Friday, March 11, 2011 08:54 AM

I'm am in NO way trying to make excuses or try to disrespect what you are saying Darkman, I'm just saying that from my experience working in a public utility that when you estimate it's all or nothing.. You don't go out and read what meters you can and estimate the others.. That's all.. My meter was under a 4 foot berm..

**From: IndianPaul**

**Sent:** Friday, March 11, 2011 09:51 AM

When estimated, consumption is calculated based on that specific account's historic usage. This is the only method that can be used, and it is the method all utility companies use. There is no "daily ratio" or different rates for different seasons. If the Shareholder believes the estimate has put them in a higher tier for that billing period, than the actual consumption would, the adjustment can and will be made after the next billing cycle. Ultimately the Shareholder only pays for actual consumption.

Unfortunately, when you subscribe to the very incorrect theory that the Company is separate from the Shareholders of the Company, and when you say these actions "will cost them more", it will actually cost "us" more. Also there is no "re-invoicing" or extra personnel associated with the adjustment.

Glen, no disrespect but if there is a discrepancy I think it can be handled in the office or at the monthly BOD meeting. I also challenged it last billing cycle, much to my surprise my historic usage proved me wrong.

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**From: Darkman**

**Sent:** Friday, March 11, 2011 10:42 AM

Indian Paul

I did not state different rates for different seasons, I said consumption increases in other seasons than winter. The "daily ratio and cost" is my mathematical equation for figuring out my consumption & cost compared to their estimates. I understand that higher cost are passed along to the consumer, and ultimately we are responsible for all their actions. I fully plan to to contact the office & will be interested to see the parameters in which my consumption is estimated. I respect your no disrespect and pass along the same. I just like things accurate when it comes to my finances, just as my customers expect from me. Have a nice weekend.

Darkman

**From: crestlinelakearrowhead**

**Sent:** Saturday, March 12, 2011 02:49 AM

My actual water use charge was \$35, but the fees for the meter, \$40, and some other fees, and all in all a bill over \$160. It is frustrating. Living in Cedarpines Park, I had not known the high cost of water before I moved here. I had a home in town, was half the cost.

**From: PattiM**

**Sent:** Saturday, March 12, 2011 07:32 AM

It is definately the FEE's for the high amount of our water bills and it is true that Crestline water bills are much less.

**From: OLDGUY**

**Sent:** Saturday, March 12, 2011 11:46 AM

You could always dig your own well.

Come to CG. \$125/mo assuming you use no water. You could at least complain to the PUC. We are being screwed by the county and have no recourse. Wanna swap bills?

**From: Eagle**

**Sent:** Saturday, March 12, 2011 12:42 PM

Whether the office workers and field managers and workers are dishonest or just plain stupid... If you call the office you cannot get an answer to your question or you get a wrong answer. People keep accepting those people on the board and in the office and wont go to a board meeting and vote them out.

How do they justify their big salaries?

**From: disposition**

**Sent:** Saturday, March 12, 2011 01:20 PM

Man... When is this poor beaten horse just gonna die!! The board has 2 new members and changes are happening.. There is NO way change happens over night and from what I've seen they are moving in the right direction to make things right, FINALLY. Ya, those salaries might be high but compare their salaries with ANY General Manager AND Office Managers salaries on and off the mountain and you will be surprised.. I'm with OLDGUY here, try living in Cedar Glen and dealing with your water company running out of Victorville.. NO customer service who gives a crap, servicemen who take forever to come out and on top of paying up the @\$ in monthly service charges to pay their salaries, our tax dollars pay them too because they are county employees. If our little water company fails then the only option would be for County to take us over. THAT would not be good... I love this town of CPP and I love the community involed. Our water company is part of our community and the Board are shareholders too..

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**ROTW - Cedarpines Park: Double Check your water bill, you are being way over charged!!!!**

**From: OLDGUY**

**Sent:** Saturday, March 12, 2011 05:07 PM

*People keep accepting those people on the board and in the office and wont go to a board meeting and vote them out.*

*How do they justify their big salaries?*

From what I understand, the board and/or the charter requires that 50%+1 show up at the board meeting to change things. Get together, get proxies, and change that ridiculous requirement. Make it 20%, or whatever number you like, then you will regain control. Until then, you will keep the same board that does what they do.

Just the facts, ma'am.(sir)

**From: PattiM**

**Sent:** Saturday, March 12, 2011 06:02 PM

I have a thought to decrease my water bill.

How 'bout I read my own water meter for \$20.00 each month and the CPPwater company send me a check for doing it!! Sounds good to me.

Dispositon knows what she is talking about so do not get nasty with her.

**From: Enix03**

**Sent:** Monday, March 14, 2011 08:19 AM

Everyone should know by now that CPP water is full of crooks. Look at Terry, the old man who used to work in the office. Left state for claiming false income saying he made way less than he actually did. How many people got caught up for embezzlement? Ever since my step-dad stopped working their it went to shit. None of them do their jobs right and from what I've seen most of the time if the meter is buried or not in plain sight it takes them a good hour to find it. AFTER being told where it is. One day they even threatened to tow my step-dads car after he told them where the meter was and because they couldn't find it they wanted to tow his car. Sure enough when they found it his car was not in anyway preventing them to get to the meter. Then they claim their employees are drug tested, I know that's a lie for sure because I've seen at least one of them smoking weed and I know it wasn't a one time thing.

**From: Cmomma**

**Sent:** Monday, March 14, 2011 07:28 PM

Enix.....the last sentence you wrote was so true. I have a friend in Crestline and when I go by her house I see one of the guys as well parked at a house known for the same. Not to mention they get paid to carry out snowball fights, etc. I have watched them from the beginning of my street look for meters....poking around, and at the wrong end of my lot. Even without snow mine used to be buried by vinca (plants) and they always parked and walked right up to it. So they know where it is then, and play stupid when there is a little snow. Must need the hours. (This excludes the last storm) I'm talking about little dustings, or a inch or two. Yeah, my bill is extreme. But they are quick to post a notice if you don't pay. I for one am moving soon, and my biggest reason for not staying in CPP is the water companies rates. I rent so I hold no shares to vote.

**From: Cmomma**

**Sent:** Monday, March 14, 2011 07:30 PM

Oh and don't forget they drive like idiots, in company truck as well as personal vehicles.

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**ROTW - Cedarpines Park: Double Check your water bill, you are being way over charged!!!!**

**From: TheMadDuck**

**Sent:** Monday, March 14, 2011 09:20 PM

“When estimated, consumption is calculated based on that specific account’s historic usage. This is the only method that can be used, and it is the method all utility companies use.”

Bullcrap – look at your electric bill. It gives daily usage based on when it was READ and not BILLED. The water co uses their billing dates to determine your daily use. The office and the board member dishing out “account’s historic usage” based on billing dates is wrong. Idiots.

**From: TheMadDuck**

**Sent:** Monday, March 14, 2011 09:22 PM

“Ya, those salaries might be high but compare their salaries with ANY General Manager AND Office Managers salaries on and off the mountain and you will be surprised..”

**REALLY????? Get your facts straight before bashing someone. How bout you be surprised.....**

General Manager annual 2009 Salaries – go to the links for Office Managers and gulp that down too.

Lake Arrowhead Community Services District

min: \$169,728 max: \$169,728

<http://lgr.sco.ca.gov/CompensationDetail.aspx?entity=SpecialDistrict&id=12053605900>

The District serves approximately 7,800 water connections and 10,500 wastewater connections.

Crestline-Lake Arrowhead Water Agency

min: \$156,915 max: \$160,826

<http://lgr.sco.ca.gov/CompensationDetail.aspx?entity=SpecialDistrict&id=12453604100>

Running Springs Water District

min: \$121,095 max: \$145,315

<http://lgr.sco.ca.gov/CompensationDetail.aspx?entity=SpecialDistrict&id=12423610100>

3,065 plus customers in the District’s service area

Crestline Village Water District

min: \$114,876 max: \$114,876

<http://lgr.sco.ca.gov/CompensationDetail.aspx?entity=SpecialDistrict&id=12423605900>

The District serves water to about 4,880 properties within its service area.

Arrowbear Park County Water District

min: \$71,575 max: \$96,896

<http://lgr.sco.ca.gov/CompensationDetail.aspx?entity=SpecialDistrict&id=12423605100>

The District’s five full-time, two part-time and 12 volunteer employees work every day to provide the best water, sewer and fire protection service to each of its nearly 1,000 customer accounts within its 3,840 acre service area.

Heard VOE water company pays their GM \$40,000/yr – anybody able to confirm that???

Why isn’t everyone pissed off that the meetings are NOT held at the CPP community center. Oh that’s right – none of you go to meetings. Get out and go to a meeting and express yourself ... about the bad billing, the drugs, bad driving, the expensive salaries, the whatever. Oh wait – that’s been done – Newsflash – the board don’t care. Sniveling on this forum gets you no where but it does feel good don’t it?. There’s a monthly meeting this Thursday. Tell them how great they are there – maybe they will discount your bill.

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**From: Enix03**

**Sent:** Tuesday, March 15, 2011 07:57 AM

Oh and if they use your historic usage, I'd definitely check what you were paying if I were you. I'm going to be taking a look at our bills tonight just because we've had our water main break three or four times in less than 3 months. If they base our water consumption off the next meeting shall be interesting.

**From: James E Morrison (that1deadguy)**

**Sent:** Tuesday, March 15, 2011 08:03 AM

I love my water bill, It was only \$111. It's been years since it's been that low. I'll take it!

**From: 7cities**

**Sent:** Tuesday, March 15, 2011 09:40 PM

You say only \$111 this time? Those folks in the office must love you or you have bigger bribes to offer. Wait, it will catch up to you and nab you in the ass next billing. damn-it, what a waste of love&bribes. Take/enjoy while you got it.

**From: 7cities**

**Sent:** Tuesday, March 15, 2011 09:51 PM

"If our little water company fails then the only option would be for County to take us over. THAT would not be good..."

Those salary comps are interesting. This little water company is failing if they continue paying high\$\$ for bad help.

Annual meeting the board was talking merger w/Crestline Village or Golden State. County will take over if receivership happens. Get it straight.

**From: James E Morrison (that1deadguy)**

**Sent:** Wednesday, March 16, 2011 08:02 AM

7cities, I popped my lid on the meter, did a quick check. It's pretty close to the estimate. I don't expect any surprises.

My of my water consumption probably goes towards making home-brew. THAT IS PRICELESS!!!

**From: James E Morrison (that1deadguy)**

**Sent:** Wednesday, March 16, 2011 08:03 AM

Most of my water...

**From: Enix03**

**Sent:** Wednesday, March 16, 2011 08:23 AM

To my first post. I was incorrect, they do drug test their employees. They just happened to come up positive and they didn't care.

**From: TheMadDuck**

**Sent:** Friday, March 18, 2011 10:58 AM

Went to the "Bored" Meeting last nite. Been months since I went. Good turnout. Someone said last month's meeting was the same. Folks attending were not happy but nobody moaned about the water bills like in this thread.

Meeting Highlights & Observations::

The GM got caught in a lie about coming up during the weekend power outage & getting a tank generator

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going. He didn't and no recs to proof it. Board investigating. Someone mentioned the GM paid \$50K for bail. What? Looked up court cases online this morning. Seems GM has a problem "expressing" himself? No class. No stones. He is hostile and disrespectful with the women in the audience IMO. Doesn't seem to pull that crap with his old lady though. Explains alot. There were concerns about GM employee or contractor status & salary. Sounded like an IRS issue at one point. That won't be cheap if the company is fined. Whatever.

One of your board members got caught with not having enough shares. Board is investigating.

Shareholder said they went to the office, asked for 100copies of the meeting notices to pass around and was told pay for your own copies. Attitudes flaired. Shareholder waved a Chili Cook off flyer and asked why that office person didn't pay... no answer..... and no 100 copies granted.

There was some big deal about finding a Corp Code that would justify the water co posting shareholder voting rights, names & signatures on the internet. The older board member made a bad joke that he would find out if it's OK to post this info in the SUN newspaper too. He's a weird bird for sure. He will look for the code and get back to everyone next meeting. MEANWHILE, the info is already posted on the internet, so it seems stupid to question it after the fact. Again, Whatever!

A comment by a board member that "these meetings were NOT for the shareholders" was really strange. They complain that shareholders won't come to meetings and get involved and then say that. Message? They don't want you there to ask questions or comment. Psychotic and amusing.

Two of the board members like to snicker rude comments to shareholders during the meeting. Very unprofessional, antagonistic, not productive and made the meeting longer IMO. Out of 5 board members only 1 gets my respect. He listened, stayed on topic and answered questions without being defensive. Meetings would go quicker if everyone adopted his style.

Finally:

It would be nice if they would just hurry it up and kill the company and go w/CV water. Cheaper to build, cheaper water bills, proven professional staffing and PUC protection. PLEASE EVERYONE!!! Continue to do nothing. Don't attend meetings. Many golden opportunities will happen when they plant the RIP cpmwc flag on the bldg. That will work for me just fine.

**From: TheMadDuck**

**Sent:** Friday, March 18, 2011 10:59 AM

Were any of you at the Thursday meeting (besides IndPaul) to tell the board what bugs you or give them a group hug?

I would be interested on your take.

**From: 7cities**

**Sent:** Saturday, March 19, 2011 10:44 AM

"I popped my lid on the meter, did a quick check. It's pretty close to the estimate. I don't expect any surprises. My of my water consumption probably goes towards making home-brew. THAT IS PRICELESS!!!"

deadguy – sounds like a nasty brew using that water. Your secret is safe with me. Good on ya. I like home-brew.

Reviewed last 2 bills. There was a bad meter read or bad estimate. Billed for more water use in Dec vs Feb billing. Not possible. Nov-Dec the tenant was gone for 2wks in Dec. There are no plumbing problems. If

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they read the meters next time should see a bill with negative water used? At least I can write off water bills! PRICELESS? Taxbreak! Winning!

**From: 7cities**

**Sent:** Saturday, March 19, 2011 10:55 AM

Don't attend monthly meetings, live too far. The thing about "posting shareholder voting rights, names & signatures on the internet" made me blink. One of my HOA props in LA cnty did something similar 1TIME! A stalker used the list of names and found his victim. Sad. Instead of names they should use acct# w/voting rights. Notice my name/vote shares wasn't listed and I was there. My shares not counted for quorum? Sorry folks. Going to another water co will be a loss to everyone. Shares will be worthless. Shareholders will get stuck with the loan if not negotiated correctly. The move is good for developers. Buy, hold on to buildable lots, don't buy shares. "That will work for me just fine." Agree with you there. Hope the economy is good too by then.

"One of your board members got caught with not having enough shares. Board is investigating."  
Don't they qualify board members ahead of time? If true then will that board member be removed? Just wonderin.

Fair day on the coast today. Good for a workout/run. Heard CPP got some snow dusting. Enjoy!

**From: TheMadDuck**

**Sent:** Saturday, March 19, 2011 02:18 PM

"Instead of names they should use acct# w/voting rights."

Never thought of that. Good idea. I don't go to meetings much except my neighbor asked to join her so there I was. Have no idea about removing a board member for that. The water co is some kind of sacred cow up here for some reason. Hilarious. Been up here fulltime(retired network engineer/handyman) since 2004. Got some lots to build on but holding out for better times. I like it up here and close enough to the VA in Loma Linda for other needs. Used to live 5miles from Ventura coast so know what you mean by a fair day. Miss it at times. The snow we got this morning is gone now. My workout routine is doing my lady's "honey do list", riding my bikes and building a new trike. Life is good and enjoying it.

**From: 7cities**

**Sent:** Sunday, March 20, 2011 01:41 PM

MadDuck- for me, working to retire by 40! Will never move up there, 2boring. Inherited my place. Hated to see it vacant and not ready to sell. 2ys back I refurbished for my buds who got hurt in Iraq. VA has been good 4them being close. It's a readjustment home for vets now. Built a studio so they could do remote work (earn\$\$\$) for A/V co's in LA. Win-Win. When they move will keep it set up for other vets needing assist.

**From: TheMadDuck**

**Sent:** Sunday, March 20, 2011 02:26 PM

Retire by 40? You are kidding? Good for you with helping your "buds". I'm impressed. I had to find/get Veteran info DTH, nothing local. There is not much Vet support up here like what you got going. Too much partying and not much else. Disgusting.