



## HEARING REQUEST

To: **KURT CHENIER SAMANTHA CHENIER**  
**3475 DEEPHAVEN AVE**  
**WAYZATA MN 55391-3012**

From: **Saint Paul Regional Water Services**

Date: **November 01, 2019**

RE: **Account Number: 0412377**  
**Customer Number: 222112**  
**Service Address: 118 GEORGE ST W**

Dear SPRWS Customer,


You have a right to a hearing if there is a disagreement regarding your account. Hearings are held with an impartial Hearing Officer, who listens to your concerns, considers all relevant information and makes a recommendation for a settlement. The Hearing Officer will contact you to arrange for a hearing after this completed and signed form is returned to Saint Paul Regional Water Services, 1900 Rice St Saint Paul MN 55113.

Sincerely,

Customer Service  
**Saint Paul Regional Water Services**  
1900 Rice St., Office Building  
Saint Paul Minnesota 55113  
Phone: 651-266-6351

Reason for Hearing:  
(Please Print)

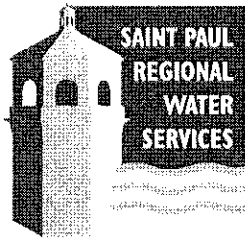
I am disputing the charges on my water bill due to the amount totaling over \$3500 based on the fact that I was not contacted for over 3 years to attempt to correct the problem.

Signature: 

Date: 11/4/19

Name: Kurt Chenier  
(Please print)

Telephone Number: 62.281.6662



## Request for Meter Access / Low Water Use

To: KURT CHENIER SAMANTHA CHENIER  
3475 DEEPHAVEN AVE  
WAYZATA MN 55391-3012

From: Saint Paul Regional Water Services (SPRWS)

Date: October 10, 2016

RE: Account Number: 0412377  
Customer Number: 222112  
Service Address: 118 GEORGE ST W

The meter reading recently obtained by Saint Paul Regional Water Services indicates a significant reduction or no water use at this property. We are trying to find out if the drop in water use is due to a problem with the water metering system or if there is another explanation.

We are requesting you call and provide an explanation for the unusually low water use or call to schedule an appointment with us to make any necessary repairs. We apologize for the inconvenience.

*Legislative Code of the City of Saint Paul* Section 88.08 requires that property owners provide SPRWS access to read and maintain the water meter.

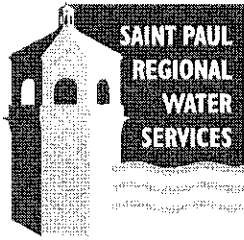
To inspect the metering system and conduct any necessary repairs:

- SPRWS will need to gain entry to your home or business
- The water meter area must be clear and accessible
- An adult 18 years old or older must be present.

Please call **651-266-6850** between 7:30 a.m. - 4:00 p.m. to discuss the low water use or schedule an appointment. Appointment options are Monday through Friday 8 a.m. - 12 p.m. or 1 p.m. - 3 p.m.

Please contact us within the next 10 business days so that we can make repairs.

JR  
Meter Operations  
**Saint Paul Regional Water Services**  
1900 Rice St., Office Building  
St. Paul Minnesota 55113  
Phone: 651-266-6850  
Fax: 651-266-6857



## SECOND NOTICE REQUEST FOR METER ACCESS

To: **KURT CHENIER SAMANTHA CHENIER**  
**3475 DEEPHAVEN AVE**  
**WAYZATA MN 55391-3012**

From: **Saint Paul Regional Water Services (SPRWS)**

Date: **October 24, 2016**

RE: **Account Number: 0412377**  
**Customer Number: 222112**  
**Service Address: 118 GEORGE ST W**

SPRWS wants to ensure that the bill you receive accurately reflects the water you have actually used. Right now, we are unable to obtain this information accurately from your metering system.

As with any mechanical/ electrical device, the water metering system can breakdown. We need to access your metering system to make any necessary repairs.

We mailed a Request for Access to this address about two weeks ago and have not received a response.

The *Legislative Code of the City of Saint Paul* Section 88.08 requires that property owners provide SPRWS access to read and maintain the water meter. If we do not receive a response from you within fourteen (14) calendar days of this letter, you will receive a notice of water shut off.

To avoid water service shut off, call us at **651-266-6850** for an appointment to repair the metering system at the property. If you have already made an appointment, please disregard this letter.

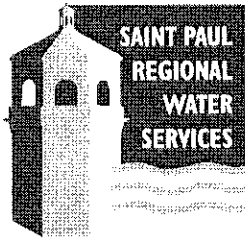
In order to perform the repair work:

- SPRWS will need to gain entry to your home or business
- The water meter area must be clear and accessible
- An adult 18 years old or older must be present

Please call **651-266-6850** between 7:30 a.m. - 4:00 p.m. to set up an appointment. Appointment options are Monday through Friday 8 a.m. - 12 p.m. or 1 p.m. - 3 p.m.

We appreciate your cooperation.

Meter Operations  
**Saint Paul Regional Water Services**  
1900 Rice St., Office Building  
St. Paul Minnesota 55113  
Phone: 651-266-6850  
Fax: 651-266-6857



## Request for Meter Access / Low Water Use

To: KURT CHENIER SAMANTHA CHENIER  
3475 DEEPHAVEN AVE  
WAYZATA MN 55391-3012

From: Saint Paul Regional Water Services (SPRWS)

Date: July 12, 2019

RE: Service Address: 118 GEORGE ST W  
Account Number: 0412377  
Customer Number: 222112

The meter reading recently obtained by Saint Paul Regional Water Services indicates a significant reduction or no water use at this property. We are trying to find out if the drop in water use is due to a problem with the water metering system or if there is another explanation.

We are requesting you call and provide an explanation for the unusually low water use or call to schedule an appointment with us to make any necessary repairs. We apologize for the inconvenience.

*Legislative Code of the City of Saint Paul Section 88.08* requires that property owners provide SPRWS access to read and maintain the water meter.

To inspect the metering system and conduct any necessary repairs:

- SPRWS will need to gain entry to your home or business
- The water meter area must be clear and accessible
- An adult 18 years old or older must be present.

Please call **651-266-6850** between 7:30 a.m. - 4:00 p.m. to discuss the low water use or schedule an appointment. Appointment options are Monday through Friday 8 a.m. - 12 p.m. or 1 p.m. - 3 p.m.

Please contact us within the next 10 business days so we can discuss the unusually low water use.

Meter Operations  
**Saint Paul Regional Water Services**  
1900 Rice St., Office Building  
St. Paul Minnesota 55113  
Phone: 651-266-6850



## SECOND NOTICE REQUEST FOR METER ACCESS

To: **KURT CHENIER SAMANTHA CHENIER**  
**3475 DEEPHAVEN AVE**  
**WAYZATA MN 55391-3012**

From: **Saint Paul Regional Water Services (SPRWS)**

Date: **July 26, 2019**

RE: **Service Address: 118 GEORGE ST W**  
**Account Number: 0412377**  
**Customer Number: 222112**

SPRWS wants to ensure that the bill you receive accurately reflects the water you have actually used. Right now, we are unable to obtain this information accurately from your metering system.

As with any mechanical/ electrical device, the water metering system can breakdown. We need to access your metering system to make any necessary repairs.

We mailed a Request for Access to this address about two weeks ago and have not received a response.

The *Legislative Code of the City of Saint Paul* Section 88.08 requires that property owners provide SPRWS access to read and maintain the water meter. If we do not receive a response from you within fourteen (14) calendar days of this letter, you will receive a notice of water shut off.

To avoid water service shut off, call us at **651-266-6850** for an appointment to repair the metering system at the property. If you have already made an appointment, please disregard this letter.

In order to perform the repair work:

- SPRWS will need to gain entry to your home or business
- The water meter area must be clear and accessible
- An adult 18 years old or older must be present

Please call **651-266-6850** between 7:30 a.m. - 4:00 p.m. to set up an appointment. Appointment options are Monday through Friday 8 a.m. - 12 p.m. or 1 p.m. - 3 p.m.

We appreciate your cooperation.

Meter Operations  
**Saint Paul Regional Water Services**  
1900 Rice St., Office Building  
St. Paul Minnesota 55113  
Phone: 651-266-6850



## REQUEST FOR METER ACCESS

To: **KURT CHENIER SAMANTHA CHENIER**  
**3475 DEEPHAVEN AVE**  
**WAYZATA MN 55391-3012**

From: **Saint Paul Regional Water Services (SPRWS)**

Date: **September 10, 2019**

RE: **Service Address: 118 GEORGE ST W**  
**Account Number: 0412377**  
**Customer Number: 222112**

Saint Paul Regional Water Services is unable to read the water meter at this property. As a result, your current water bill is being estimated. Since we strive to present you with a bill for actual water use, we need to access your property to determine the cause of the meter-reading issue and correct it.

As with any mechanical/ electrical device, the water metering system can breakdown. We request that you schedule an appointment with us to make any necessary repairs.

We apologize for the inconvenience.

*Legislative Code of the City of Saint Paul* Section 88.08 requires that property owners provide SPRWS access to read and maintain the water meter.

To inspect the metering system and conduct any necessary repairs:

- SPRWS will need to gain entry to your home or business
- The water meter area must be clear and accessible
- An adult 18 years old or older must be present.

Please call **651-266-6850** between 7:30 a.m. - 4:00 p.m. to schedule an appointment. Appointment options are Monday through Friday 8 a.m. - 12 p.m. or 1 p.m. - 3 p.m.

Please contact us within the next 10 business days so that we can ensure an accurate meter reading.

Meter Operations  
**Saint Paul Regional Water Services**  
1900 Rice St., Office Building  
St. Paul Minnesota 55113  
Phone: 651-266-6850



**To: KURT CHENIER SAMANTHA CHENIER  
3475 DEEPHAVEN AVE  
WAYZATA MN 55391-3012**

**From: Saint Paul Regional Water Services (SPRWS)**

**Date: September 27, 2019**

**RE: Account Number: 0412377  
Customer Number: 222112  
Service Address: 118 GEORGE ST W**

Dear SPRWS Customer,

Per our phone conversation I have updated your bills estimating for the stopped meter dating back to readings taken between 7/6/2016 and 7/3/2019. I used the average of the first two bills when this account went into your name. At that time the meter was functioning correctly with consumptions of 34 and 50 units. We used .462 units per day (42 units in 91 days to estimate). This is lower than using the nation average of 9 units per person per quarter or the actual usage on the new meter. Being this was unforeseen and can cause economic hardship please feel free to call to set up a payment arrangement if it is needed.

If you have any questions, please contact the Customer Service Department at 651-266-6350.

Customer Service  
**Saint Paul Regional Water Services**  
1900 Rice St., Office Building  
Saint Paul Minnesota 55113  
Phone: 651-266-6350

Comment Code	Date/Time Entered	Comments	User Id	Action Id
Account Information	10/15/2019 12:05:29 PM	October Cycle bill. Had to estimate 7/3/19 - 8/5/19 due to the meter issue (meter not pinned). Usage was between 8/5/19 to 9/24/19 was actual usage (in that time the property had a continuous leak). New meter was installed 9/24/19. Couldn't get a reading off the new meter on 10/14/19 had to estimate for that time.  ***I have not made a payment arrangement due to Kurt not calling back.***	Derek Olson	
Account Information	9/26/2019 2:48:10 PM	Cancel rebilled back to 07/06/16. Stopped meter was found. We sent two notices out about low usage. In 2016 we sent a low usage letter Samantha answered the property was vacant. In April 2018 we called Samantha said again the property was vacant. When we found the stopped meter I called and talked to Kurt he stated the property has been occupied all along. We changed the meter. The usage was 22 units in 18 days. We took the average of the first two bills that had actual usage. The first bill was 34 units the second was 50 units. See attachments for the spreadsheet.	Derek Olson	
REFER TO MTR OPS	9/10/2019 3:30:58 PM	MTR OPS NEEDS TO MAKE AN APPT WITH CUSTOMER. PLEASE REFER CUSTOMER TO MTR OPS - NEED TO CHANGE METER PER REQUEST OF JOE TRONSON	Lauryn Buda	CODE VIOLATION STEP 1- USE FOR IN-HOUSE ESTIMATES
Account Information	9/9/2019 12:41:38 PM	Called Kurt about the continuous leak. Kurt has been called by the tenants about a toilet leak. That will be fixed today 9/9/19. I also tried getting some information as to when the property became occupied so I can rebill the quarters with zero usage. Kurt told me the building has been occupied the whole 4 years he has owned it.	Derek Olson	
REFER TO MTR OPS	7/12/2019 2:20:24 PM	MTR OPS NEEDS TO MAKE AN APPT WITH CUSTOMER. PLEASE REFER CUSTOMER TO MTR OPS - REDUCTION OR NO WATER USE  < DUPLEX > 07/03/2019 03710507 (0 units / 0 gallons) *0 units last year at this time 04/04/2019 03710507 (0 units) *0 units last year at this time	Deana Masiello	CODE VIOLATION STEP 1 - LOW OR NO USAGE
Account Information	4/6/2018 12:23:36 PM	04/06/2018 NOT OCCUPIED OFF AT VALVE SAMANTHA 612- 850-0206 jmr	Justina Ross	
Special Acct Alert	2/16/2017 8:59:49 AM	Please refer calls regarding poor water pressure or a reduction in water pressure to the engineering service desk at 66280.	Elena Iliarski	Generic Generate Comment Action
Unusual Consumption	10/27/2016 11:22:50 AM	Customer called and verified property is vacant.	Coni Cassity	PROPERTY VACANT/NO READING
REFER TO MTR OPS	10/10/2016 3:59:56 PM	MTR OPS NEEDS TO MAKE AN APPT WITH CUSTOMER. PLEASE REFER CUSTOMER TO MTR OPS - CONCERN OF NO OR LOW WATER USE	Justina Ross	CODE VIOLATION STEP 1 - LOW OR NO USAGE
Account Information	4/20/2016 8:35:14 AM	George, from fire inspection, provided Samantha's phone number	Krista Anderson	
Account Information	3/9/2016 3:25:58 PM	3/9/16 Kurt added his mailing address to the account.	Krista Anderson	



Created E 11/5/2019 2:12:40 PM

Customer 222112

Account # 0412377

Service At 118 GEORGE ST W

Mailing Address:

KURT CHENIER SAMANTHA CHENIER

3475 DEEPHAVEN AVE

WAYZATA MN 55391-3012

Service	Read Date	Meter	Read Type	Read Status	Previous Reading	Current Reading	Consumption	Days	Informational?	Billed Consumption	Average
Water	10/7/2019	92237246	Water	Pro-Rated	0.00	10.00	10.00	13		10.00	0.77
Water	9/24/2019	92391095	Water	Actual Read	353.00	455.00	102.00	83		102.00	1.23
Water	9/6/2019	92391095	Water	Verified Read	0.00	433.00	0.00	0	informational	0.00	0.00
Water	7/3/2019	92391095	Water	Billing Estimate	872.00	914.00	42.00	90		42.00	0.47
Water	7/3/2019	92391095	Water	Actual Read	371.00	371.00	0.00	90		0.00	0.00
Water	4/6/2019	92391095	Water	Billing Estimate	492.00	534.00	42.00	82		42.00	0.05
Water	4/4/2019	92391095	Water	Billing Estimate	830.00	872.00	42.00	90		42.00	0.47
Water	4/4/2019	92391095	Water	Actual Read	371.00	371.00	0.00	90		0.00	0.00
Water	1/4/2019	92391095	Water	Billing Estimate	788.00	830.00	42.00	91		42.00	0.46
Water	1/4/2019	92391095	Water	Actual Read	371.00	371.00	0.00	91		0.00	0.00
Water	10/5/2018	92391095	Water	Billing Estimate	746.00	788.00	42.00	91		42.00	0.46
Water	10/5/2018	92391095	Water	Actual Read	371.00	371.00	0.00	91		0.00	0.00
Water	7/6/2018	92391095	Water	Billing Estimate	703.00	746.00	43.00	92		43.00	0.47
Water	7/6/2018	92391095	Water	Actual Read	371.00	371.00	0.00	92		0.00	0.00
Water	4/5/2018	92391095	Water	Billing Estimate	661.00	703.00	42.00	90		42.00	0.47
Water	4/5/2018	92391095	Water	Actual Read	371.00	371.00	0.00	90		0.00	0.00
Water	1/5/2018	92391095	Water	Billing Estimate	618.00	661.00	43.00	92		43.00	0.47
Water	1/5/2018	92391095	Water	Actual Read	371.00	371.00	0.00	92		0.00	0.00
Water	10/5/2017	92391095	Water	Billing Estimate	576.00	618.00	42.00	91		42.00	0.46
Water	10/5/2017	92391095	Water	Actual Read	371.00	371.00	0.00	91		0.00	0.00
Water	7/6/2017	92391095	Water	Billing Estimate	534.00	576.00	42.00	91		42.00	0.46
Water	7/6/2017	92391095	Water	Actual Read	371.00	371.00	0.00	91		0.00	0.00
Water	4/6/2017	92391095	Water	Billing Estimate	492.00	534.00	42.00	91		42.00	0.46
Water	4/6/2017	92391095	Water	Actual Read	371.00	371.00	0.00	91		0.00	0.00
Water	1/5/2017	92391095	Water	Billing Estimate	449.00	492.00	43.00	93		43.00	0.46
Water	1/5/2017	92391095	Water	Actual Read	371.00	371.00	0.00	93		0.00	0.00
Water	10/4/2016	92391095	Water	Billing Estimate	407.00	449.00	42.00	90		42.00	0.47
Water	10/4/2016	92391095	Water	Actual Read	371.00	371.00	0.00	90		0.00	0.00
Water	7/6/2016	92391095	Water	Billing Estimate	365.00	407.00	42.00	92		42.00	0.46
Water	7/6/2016	92391095	Water	Actual Read	365.00	371.00	6.00	92		6.00	0.07
Water	4/5/2016	92391095	Water	Actual Read	315.00	365.00	50.00	90		50.00	0.56
Water	1/6/2016	92391095	Water	Actual Read	281.00	315.00	34.00	93		34.00	0.37

118 George St W

Service Order #	Type of Service Order	Service Message	Print Date	Date Work Completed	Created By	Date/Time Created	Completion Code	Progress Notes	Closing Notes	Action ID
558557	METER CHECK-IN	Please verify mtr/remote numbers. METER CHECK- IN EXISTING/DISCONNECT READING INFORMATION Meter Reading: 001146.541 LF Reading: Field Notes: No Transmit, changed head and resealed meter	10/14/2019	10/15/2019	Josh Jonas	10/14/2019 2:50:06 PM	CHECK-IN COMPLETED	5/8 no transmit	5/8 no transmit	Meter Check-in Service Order
558556	METER INVESTIGATION		10/14/2019	10/14/2019	Josh Jonas	10/14/2019 2:47:34 PM	HEAD CHANGED	EXISTING/DISCONNECT READING INFORMATION Meter Reading: 001146.541 LF Reading: Field Notes: No Transmit, changed head and resealed meter  NEW METER & REMOTE INFORMATION Meter Size: Meter #: Initial Reading: 000000.009 New Remote (MIU) #: 1544637538 Initial LF Reading: LF Remote (MIU) #: Meter Head Change Only? yes Remote Location: Remote Type: WAS THERE A SPACER AT THE PROPERTY? COMMERCIAL ACCOUNTS ONLY: Is there a By-Pass? METER LOCATION: Bad Plumbing? RATE ON METER: Before HF: Before LF: After HF: After LF: Contact:	10/14/19 HEAD CHANGED- DISCONNECT: 001146.541 NEW HEAD: 000000.009	
558264	VERIFICATION READING	PLEASE GET A READING - JOE T	10/10/2019	10/11/2019	Lauryn Buda	10/10/2019 3:07:38 PM	NO READING OBTAINED		10/11/19 NO RADIO SIGNAL	
556931	METER CHECK-IN	Please verify mtr/remote numbers. METER CHECK- IN EXISTING/DISCONNECT READING INFORMATION Meter Reading: 045581.370 LF Reading: Field Notes: changed meter per Joe, set and sealed new meter	9/24/2019	9/25/2019	Josh Jonas	9/24/2019 3:40:51 PM	CHECK-IN COMPLETED	5/8 CM	5/8 CM	Meter Check-in Service Order

555666	METER INVESTIGATION	METER CHANGE - APPT 9/24/19 - 10 AM	9/10/2019	9/24/2019	Lauryl Buda	9/10/2019 3:30:56 PM	METER CHANGED - NOT L	EXISTING/DISCONNECT READING INFORMATION Meter Reading: 045581.370 LF Reading: Field Notes: changed meter per Joe. set and sealed new meter.  NEW METER & REMOTE INFORMATION Meter Size: 5/8 Meter #: 92237246 Initial Reading: 000016.751 New Remote (MIU) #: 1549761638 Initial LF Reading: LF Remote (MIU) #: Meter Head Change Only? Remote Location: Remote Type: WAS THERE A SPACER AT THE PROPERTY? COMMERCIAL ACCOUNTS ONLY: Is there a By-Pass? METER LOCATION: Bad Plumbing? RATE ON METER: Before HF: Before LF: After HF: After LF: Contact:	9/24/19 CHANGED METER-DISCONNECT: 045581.370 - NEW METER: 000016.751	CODE VIOLATION STEP 1- USE FOR IN-HOUSE ESTIMATES
552198	VERIFICATION READING	Can we get a reading to estimate usage on stopped meter on 9/6/19?	8/7/2019	9/6/2019	Derek Olson	8/7/2019 2:36:53 PM	Derek Olson - READING O		9/6/19 READING 04337442 CURRENT LEAK CONTINUOUS	
550227	METER INVESTIGATION	STOPPED METER - APPT 8/6/19 - 8-12 - KURT - 612-281-6662 - PLEASE CALL BEFORE GOING < DUPLEX > 07/03/2019 03710507 (0 units / 0 gallons) *0 units last year at this time 04/04/2019 03710507 (0 units) *0 units last year at this time	7/12/2019	8/6/2019	Deena Masiello	7/12/2019 2:20:24 PM	REPAIRED ON SITE	< DUPLEX > 07/03/2019 03710507 (0 units / 0 gallons) *0 units last year at this time 04/04/2019 03710507 (0 units) *0 units last year at this time  EXISTING/DISCONNECT READING INFORMATION Meter Reading: 03710507 Field Notes: reset and resealed head-htok-looks like head was never pinned and was bumped off meter-not tampered with	8/6/19 - RESET AND RESEALED HEAD - METER HTOK - READ: 03710507 - HEAD NEVER PINNED NOT TAMPERED	CODE VIOLATION STEP 1 - LOW OR NO USAGE
465013	METER INVESTIGATION	Meter Investigation Requested by Billing.	10/10/2016	10/27/2016	Justina Ross	10/10/2016 3:59:56 PM	PROPERTY VACANT / NO R	zero cons meter has not moved 07/06/2016-03710507 10/04/2016-03710507. jmr	10/27/16 NOT OCCUPIED OFF AT VALVE SAMANTHA 612-850-0206	CODE VIOLATION STEP 1 - LOW OR NO USAGE