



Business Division
1900 Rice St
Saint Paul MN 55113

RECEIVED
APR 30 2019
CITY CLERK

Date: April 29, 2019

From: St Paul Regional Water Service
Marie Weinhandl
Customer Service Billing Supervisor

Re: Request for Hearing

Address: 416 Hope St
Saint Paul, MN 55106-5369

Account# 0006566
Requested by: Phia Xiong authorized Brother
Vang Xiong
841 Rose Ave
Saint Paul MN 55106
651-755-1636

Attachments
Hearing Request
Comments from the account
Consumption history
Billing and Payment history
Picture of the meter



HEARING REQUEST

To: PHIA XIONG
416 HOPE ST
SAINT PAUL MN 55106-5369

From: Saint Paul Regional Water Services

Date: April 10, 2019

RE: Account Number: 0006566
Customer Number: 199973
Service Address: 416 HOPE ST

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, Phia Xiong, authorized
my brother Vang Xiong at
841 Rose Ave
St Paul MN 55106
651-755-1636

to deal all matter regarding
this water leaks.

On 4/16/19 date
Phia Xiong

Signature: [Signature]

Date: 4/16/19

Name: _____
(Please print)

Telephone Number: _____

Vang Xiong

Vang 651-755-1636

Comment Code	Expiration D	Date/Time Entered	User Id	Comments
Customer Behavior	4/29/2019	4/29/2019 1:44:51 PM	Marie Weinhandl	STEVE G TALKED TO THE CUSTOMER VANG XIONG OWNER OF THE PROPERTY AND HE FELT INTIMIDATED BY JERRY AND EXPLAINED HE FEELS JERRY IS HOSTILE TO ASIANS. STEVE TOLD HIM HE WOULD MAKE SURE AUTO PAY STOPPED AND HEARING REQUEST PROCESSED
Account Information	4/29/2019	4/29/2019 10:52:44 AM	Marie Weinhandl	I EMAILED ON VANG XIONG ON 4/19, 4/22, 4/23, 4/25 AND 4/29 ASKING IF HE WANTS THE AUTO PAY TO STOP I HAVE HAD NO REPLY I EMAILED ON 4/22 AND TOLD HIM THE USAGE WAS STILL HIGH AND HE HAS NOT RESPONDED I CALLED HIM TODAY AND FOUND OUT FOR SOME REASONS HIS EMAIL WHEN I REPLY CHANGES TO GMAIL INSTEAD OF YAHOO. HE TOLD ME I DID NOT KNOW WHAT I WAS DOING I DON'T KNOW HOW TO SEND AN EMAIL. I RECENT EMAILS AND STOPPED ACH FOR HEARING, AND HE WANTS TO TALK TO JERRY SUPERVISOR. I WILL HAVE STEVE G CALL HIM BACK.
Account Information	4/22/2019	4/22/2019 12:19:50 PM	Jerry Ludden	04/22/2019 JL Joe read the meter today the reading was entered for the hearing. The usage from 4/10 unit today is 1201.959 cf and there is a continuous leak flag showing which means there is still a leak on one of the toilets.
Unusual Consumption	4/22/2019	4/22/2019 11:30:17 AM	Marie Weinhandl	my reply to email The bill stands as it is. The water went thru the meter, therefore it has to be paid. I have attached the current bill. This is set up for auto pay and will draw on May 1st unless the auto pay is stopped. If you still want the hearing you will have to meet with the hearing officer. Marie Customer Service 1900 Rice Street Saint Paul, MN 55113 Ph: 651-266-6350 Fax: 651-266-1657 waterinquiries@ci.stpaul.mn.us

Unusual Consumption	4/22/2019	4/22/2019 11:28:46 AM	Marie Weinhandl	email 4/19/19 To Whom It May Concern: My name is Vang Xiong. I contracted for deed to my brother Phia Xiong who is residing at 416 Hope Street. Phia Xiong has ,limited English speaking. Per contract for Deed, I still has responsible to this house. Therefore, I want to ask St. Paul Water to let me deal with this malfunction water meter. I think that this water was not working and it was leaking for months because this water meter was completely malfunction, no pipe was broken. This house was NEVER freezedd as Jerry/St. Paul water worker said. I will pay if St. Pau Water Department prorated to be similar to previous quarter water bill. But I will not pay 137 units like Jerry said. If it is a prorate, I do not want to attend hearing. If St.Paul Water Dept does not prorate, I must attend hearing. Thank you Vang Xiong 651-755-1636
Account Information	4/10/2019	4/10/2019 11:25:01 AM	Derek Olson	Owner called in unhappy. He says Jerry was rude and intimidating when they were at his house. Jerry talked very loud. Owner feels we should bill him a prorated amount. Joe tried telling him they have a leak and the owner didn't want to listen. I sent him a hearing request letter and then another email urging the owner to check for leaks. Explaining we don't want the high usage to continue if it is not intended. I attached a copy of my email to the account.
Customer Complaint	7/10/2019	4/10/2019 6:49:01 AM	Jerry Ludden	The owner was not happy with the fact that the meter was frozen and we are not going to credit his account for the water that was leaking. If a meter freezes and breaks the water that leaks out cannot register on the meter therefore the it cannot add to the usage. This property is a rental and the gentleman did not want to listen to what Joe or I were trying to explain to him. Even though there is no heat in the basement and we could see daylight through the foundation he kept arguing that the meter has been at the property for years and not frozen. We stopped arguing with him and left the property. We will hold the meter for 6 months per our normal procedures. I downloaded the data from the meter while we were at the property so I could show the gentleman that his leak was more than the trickle of water coming out of the meter but he did not want to see the information. I looked at the data log (attached) and can clearly see that the meter stopped at 10:40 PM on January 29th and did not move until Feb 1st at 10:40 AM. On January 29th the temperature dropped from 1 degree to -25 then warmed up on Febraury 1st. This gentleman knew that his tenants did not have water for two days and that the pipes were frozen but now blames the utility for the high consumption. I told the gentleman there will be a charge for the frozen meter, tried to explain he still has leaks and told him he could have a hearing if he wanted to dispute our findings.

[illegible]

Created Date/Time 4/22/2019 8:35:08 AM

Customer Number 199973

Account Number: 0006566

Service Address: 416 HOPE ST

Mailing Address:

PHIA XIONG

416 HOPE ST

SAINT PAUL MN 55106-5369

Transaction Date	Transaction	Transaction Amount	Balance
4/16/2019	Cycle Billing Due: 5/1/2019	\$867.99	\$967.63
4/10/2019	Frozen or Damaged Meter 5/8 inch	\$99.64	\$99.64
2/2/2019	Payment - ACH	(\$730.29)	\$0.00
1/18/2019	Cycle Billing Due: 2/2/2019	\$730.29	\$730.29
10/31/2018	Payment - ACH	(\$462.80)	\$0.00
10/16/2018	Cycle Billing Due: 10/31/2018	\$462.80	\$462.80
7/25/2018	Payment - Infinity.Link	(\$629.69)	\$0.00
7/18/2018	Cycle Billing Due: 8/2/2018	\$629.69	\$629.69
5/2/2018	Payment - ACH	(\$517.31)	\$0.00
4/17/2018	Cycle Billing Due: 5/2/2018	\$517.31	\$517.31
2/1/2018	Payment - ACH	(\$460.88)	\$0.00
1/17/2018	Cycle Billing Due: 2/1/2018	\$460.88	\$460.88
10/30/2017	Payment - Metavante	(\$232.51)	\$0.00
10/16/2017	Cycle Billing Due: 10/31/2017	\$232.51	\$232.51
8/4/2017	Payment - Metavante	(\$172.63)	\$0.00
7/17/2017	Cycle Billing Due: 8/1/2017	\$172.63	\$172.63
4/21/2017	Payment - Infinity.Link	(\$202.09)	\$0.00
4/14/2017	Cycle Billing Due: 4/29/2017	\$202.09	\$202.09
1/25/2017	Payment - Metavante	(\$226.77)	\$0.00
1/13/2017	Cycle Billing Due: 1/28/2017	\$226.77	\$226.77
10/20/2016	Payment - Metavante	(\$182.61)	\$0.00
10/17/2016	Cycle Billing Due: 11/1/2016	\$182.61	\$182.61
8/1/2016	Payment - Metavante	(\$165.69)	\$0.00
7/18/2016	Cycle Billing Due: 8/2/2016	\$165.69	\$165.69
5/24/2016	Payment - Metavante	(\$449.60)	\$0.00
5/18/2016	Late Charge - Quarterly	\$21.41	\$449.60
4/15/2016	Cycle Billing Due: 4/30/2016	\$434.19	\$428.19
2/24/2016	Payment - Metavante	(\$107.76)	(\$6.00)
2/16/2016	Late Charge - Quarterly	\$4.85	\$101.76
1/14/2016	Cycle Billing Due: 1/29/2016	\$96.91	\$96.91
11/12/2015	Payment - Metavante	(\$276.94)	\$0.00
10/15/2015	Cycle Billing Due: 10/30/2015	\$276.94	\$276.94
9/4/2015	Late Charge - Quarterly	(\$14.13)	\$0.00

Created Date/Time 4/22/2019 8:29:00 AM

Customer Number: 199973

Account Number: 0006566

Service Address: 416 HOPE ST

Mailing Address:

PHIA XIONG

416 HOPE ST

SAINT PAUL MN 55106-5369

Service	Read Date	Meter	Read Status	Previous Reading	Current Reading	Days	Consumption	Average	Billed Consumption	Meter Usage	Bill Date
Water	4/9/2019	90381441	Actual Read	0.00	1448.00	0	0.00	0.00	0.00	1448	
Water	4/5/2019	90381441	Actual Read	1307.00	1444.00	91	137.00	1.51	137.00	137	4/16/2019
Water	1/4/2019	90381441	Actual Read	1215.00	1307.00	87	92.00	1.06	92.00	92	1/18/2019
Water	10/9/2018	90381441	Actual Read	1154.00	1215.00	95	61.00	0.64	61.00	61	10/16/2018
Water	7/6/2018	90381441	Actual Read	1040.00	1154.00	91	114.00	1.25	114.00	114	7/18/2018
Water	4/6/2018	90381441	Actual Read	960.00	1040.00	88	80.00	0.91	80.00	80	4/17/2018
Water	1/8/2018	90381441	Actual Read	899.00	960.00	94	61.00	0.65	61.00	61	1/17/2018
Water	10/6/2017	90381441	Actual Read	870.00	899.00	88	29.00	0.33	29.00	29	10/16/2017
Water	7/10/2017	90381441	Actual Read	849.00	870.00	94	21.00	0.22	21.00	21	7/17/2017
Water	4/7/2017	90381441	Actual Read	824.00	849.00	91	25.00	0.27	25.00	25	4/14/2017
Water	1/6/2017	90381441	Actual Read	796.00	824.00	88	28.00	0.32	28.00	28	1/13/2017
Water	10/10/2016	90381441	Actual Read	755.00	796.00	95	41.00	0.43	41.00	41	10/17/2016
Water	7/7/2016	90381441	Actual Read	720.00	755.00	92	35.00	0.38	35.00	35	7/18/2016
Water	4/6/2016	90381441	Actual Read	585.00	720.00	90	135.00	1.50	135.00	135	4/15/2016
Water	1/7/2016	90381441	Actual Read	574.00	585.00	92	11.00	0.12	11.00	11	1/14/2016
Water	10/7/2015	90381441	Actual Read	529.00	574.00	91	45.00	0.49	45.00	45	10/15/2015
Water	7/8/2015	90381441	Actual Read	482.00	529.00	96	47.00	0.49	47.00	47	7/16/2015
Water	4/3/2015	90381441	Actual Read	448.00	482.00	86	34.00	0.40	34.00	34	4/15/2015
Water	1/7/2015	90381441	Actual Read	413.00	448.00	91	35.00	0.38	35.00	35	1/20/2015
Water	10/8/2014	90381441	Actual Read	370.00	413.00	97	43.00	0.44	43.00	43	10/15/2014
Water	7/3/2014	90381441	Actual Read	333.00	370.00	87	37.00	0.43	37.00	37	7/16/2014
Water	4/7/2014	90381441	Actual Read	301.00	333.00	89	32.00	0.36	32.00	32	4/15/2014

416 HOPE 042219

46° 94% 9:16 AM

RF Test

Filter 1588

1834291588 R900

Reading: 02389327 Count: 17

Current Leak: Continuous

35 Day Leak: 8-14 Days

Reverse Flow: None

No Flow: 22-34 Days

Stop Unique MIUs Clear 0:01:54

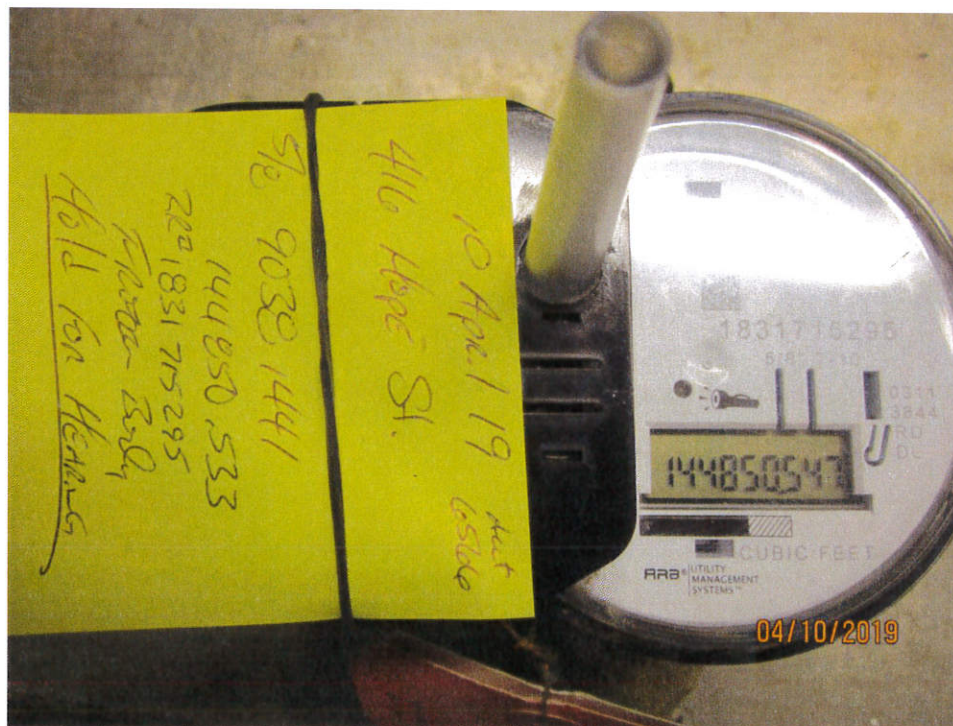
1 2 3

4 5 6 Done

7 8 9 .-

0

416 HOPE ST-FROZEN 41019



10 Apr. 19 ^{not} 6566
416 Hope St.

5/e 9038 1441

144850.533

RR^e 1831 715295

Frozen Body

Hold for Hearing

04/10/2019