



Town of Discovery Bay

"A Community Services District"

AGENDA REPORT

Meeting Date

June 6, 2012

Prepared By: Rick Howard, General Manager
Submitted By: Rick Howard, General Manager *RH*

Agenda Title

Update on Commercial Water User Accounts

Recommended Action

As Necessary

Executive Summary

The Town of Discovery Bay currently has over 1,900 metered residential water hookups and over one hundred (100) commercial accounts, also referred to as Large Water Users.

All metered residential water users are managed and billed according to a wireless mesh network that remotely transmits water usage data to the central office where monthly residential water billings are then generated. The District utilizes a financial software program called Caselle to perform this function.

Commercial accounts are not a part of the mesh network due to the fact that the network is located only in that part of Town where residential water meters are installed. Consequently, Commercial water meters are read manually by a member of the Town staff. Commercial water meters, prior to 2012, were read and billed quarterly. However, in early 2012 the commercial meters are now being read and billed monthly, and the data is now entered into the Caselle financial reporting system for improved tracking.

During our FY 2010-11 Financial Audit, the District's auditors notified staff that it appeared that there were a number of commercial accounts that had never been billed. At that time, staff investigated and determined that there were commercial accounts where the meter had been installed, yet never read. In order to produce billing statements for those commercial users, each meter had to be read, and the proportionate cost based upon the year of usage had to be calculated based upon the rates in place at the time. On May 23, 2012 all commercial users that had heretofore not been billed have subsequently been invoiced for their water usage. It should be noted that the bills ranged from a low of \$41.17 up to \$26,626.21. The total amount of the billing was \$62,137.81.

Additionally, the District does have three (3) accounts with higher than desired balances. Those properties are the Discovery Bay Shopping Center (\$38,166), Lakeview Business Plaza (\$10,706.48) and Pilati Farms (\$16,167). The Discovery Bay Shopping Center is paying pursuant to an agreement that has resulted in a significant reduction in their initial balance. Lakeview Business continues to reduce their balance, however not pursuant to the previously agreed upon terms. It should be noted that payments in the amount of \$7,500 were received in the last 30 days. Pilati Farms is in arrears and continues to pay, albeit short.

Pursuant to the District Policy, staff has mailed the Lakeview Business Plaza and Pilati Farms notice that their accounts are delinquent and that their water may be shut off unless payment is received or an acceptable payment structure is negotiated.

Fiscal Impact:

Amount Requested \$ None

Sufficient Budgeted Funds Available?: (If no, see attached fiscal analysis)

Previous Relevant Board Actions for This Item

Attachments

List of all Commercial Water User Accounts in Discovery Bay

AGENDA ITEM: G-3

Report Criteria:

- Include active customers
- Include inactive customers
- Age using billing periods
- Customer.Customer Number = 990000001001-99011620048665

Customer Number	Name	Service Address
9-900-000-002-5.03	Byron Union School District	Discovery Bay Elementary Playfield
9-900-000-002-5.01	Byron Union School District	Point of Timber School
9-900-000-004-1.01	Contra Costa County Public Works-Z61	The Lakes / Bixler Road
9-900-000-004-0.01	Contra Costa County Public Works-Zone	Centex East/Bixler
9-900-000-004-0.03	Contra Costa County Public Works-Zone	Centex West - Regatta
9-900-000-004-0.02	Contra Costa County Public Works-Zone	Regatta Park
9-900-000-004-1.06	Contra Costa County Public Works-Zone	525 Sheffield
9-900-000-004-1.02	Contra Costa County Public Works-Zone	Bixler / Brookhaven
9-900-000-004-1.03	Contra Costa County Public Works-Zone	Landscaping along Timber Point
9-900-000-004-1.05	Contra Costa County Public Works-Zone	Newport-Berkshire
9-900-000-004-1.08	Contra Costa County Public Works-Zone	Park & Ride (sussex ct)
9-900-000-004-1.07	Contra Costa County Public Works-Zone	Slifer Park
9-900-000-004-1.04	Contra Costa County Public Works-Zone	West Gate Lakeshore-Bixler
9-900-000-003-9.01	Contra Costa County Public Works-Zone	Island Irrig. Bixler Rd - Z35
9-900-000-001-7.01	CVS Pharmacy	CVS Pharmacy
9-900-000-003-1.04	Cypress Landing Community Assoc.	Anchorage Way & Largo Ct
9-900-000-003-1.03	Cypress Landing Community Assoc.	Irrigation - Anchorage Way & Biscay Ct
9-900-000-003-1.02	Cypress Landing Community Assoc.	West End of Montauk #114
9-900-000-003-1.01	Cypress Landing Community Assoc.	West End of Montauk Ct
9-900-000-003-6.04	Discovery Bay Country Club Assoc	5240 Edgeview Dr on Willow Lake Side
9-900-000-003-6.05	Discovery Bay Country Club Assoc	across 86 Edgeview Ct
9-900-000-003-6.03	Discovery Bay Country Club Assoc	across from 1994 Cherry Hills
9-900-000-003-6.02	Discovery Bay Country Club Assoc	Cherryhills & Wayfarer
9-900-000-003-6.01	Discovery Bay Country Club Assoc	DB Blvd & Firwood Ct
9-900-000-004-2.07	Discovery Bay L&L #8	Across from 2523 Cherry Hills
9-900-000-004-4.03	Discovery Bay L&L #8	across from 4421 Clipper Dr
9-900-000-004-4.01	Discovery Bay L&L #8	across from 4814 South Point
9-900-000-004-4.04	Discovery Bay L&L #8	Across from 5345 Willow Lake Cir
9-900-000-004-2.01	Discovery Bay L&L #8	Cornell Park
9-900-000-004-2.02	Discovery Bay L&L #8	DB Blvd. & Sand Point Rd
9-900-000-004-2.04	Discovery Bay L&L #8	Firwood & DB Blvd.
9-900-000-004-4.05	Discovery Bay L&L #8	Front Entrance #2
9-900-000-004-2.08	Discovery Bay L&L #8	HWY 4 & DB Blvd. - Front Entrance #1
9-900-000-004-4.02	Discovery Bay L&L #8	Irving across from 965 Willow Lake Rd
9-900-000-004-2.05	Discovery Bay L&L #8	Marina Rd & Clubhouse Dr.
9-900-000-004-2.09	Discovery Bay L&L #8	Marina Rd/Cherry Hills
9-900-000-004-3.03	Discovery Bay L&L #9	Poe Dr near Bronte Dr
9-900-000-004-3.02	Discovery Bay L&L #9	Ravenswood Park
9-900-000-004-3.01	Discovery Bay L&L #9	Wilde Dr near Slifer Dr
9-900-000-004-2.03	Discovery Bay L&L Zone #8	Willow Lake Rd / DB Blvd
9-900-000-004-6.02	Discovery Bay Yacht Harbor	Boardwalk Bar & Grill
9-900-000-004-6.03	Discovery Bay Yacht Harbor	Harbor Dr/Back of Schooner
9-900-000-003-3.01	Discovery Bay Yacht Club	DB Yacht Club - 5871 Marina Road
9-900-000-004-6.01	Discovery Bay Yacht Harbor	5901 Marina Rd
9-900-000-004-6.06	Discovery Bay Yacht Harbor	Docks B & C
9-900-000-004-6.07	Discovery Bay Yacht Harbor	Docks D-F
9-900-000-004-6.08	Discovery Bay Yacht Harbor	Landscaping near Docks
9-900-000-004-6.04	Discovery Bay Yacht Harbor	Marina landscaping near restaurant
9-900-000-004-6.05	Discovery Bay Yacht Harbor	Marina Restrooms
9-900-000-002-3.01	Driscoll, Joseph M & Karen E	3150 Bixler Rd
9-900-000-002-4.01	East Contra Costa Fire Protection Dist.	1885 Bixler Rd- Behind Station

Customer Number	Name	Service Address
9-900-000-003-2.03	Harbor Bay HOA	5814 Yawl St
9-900-000-003-2.04	Harbor Bay HOA	Cutter Loop
9-900-000-003-2.02	Harbor Bay HOA	Harbor Dr @ Trawler & Yawl
9-900-000-003-2.01	Harbor Bay HOA	Marina & Schooner
9-900-000-001-9.01	Hofmann 1987 Revocable Trust	1520 Discovery Bay Blvd
9-900-000-001-8.01	Hofmann 1987 Revocable Trust	1540 Riverlake Road - Office/Retail
9-900-000-001-8.02	Hofmann 1987 Revocable Trust	1540 Riverlake Road - Office/Retail
9-900-000-001-8.00	Hofmann 1987 Revocable Trust	1555 Riverlake Road DB Shopping Center
9-900-000-001-9.02	Hofmann 1987 Revocable Trust	DB Shopping Center #2 - Irrigation
9-900-000-003-4.03	Ken Inc.	Mini-Storage #1
9-900-000-003-4.02	Ken Inc.	Mini-Storage #2
9-900-000-003-4.01	Ken Inc.	R.V. Storage - Irrigation
9-900-000-004-5.01	Knightsen Elementary School District	Old River School
9-900-000-003-7.01	Lakeshore Res Owners Assn	Guard Shack-near exit gt
9-900-000-003-7.02	Lakeshore Res Owners Assn	Lakeside Pump House
9-900-000-003-7.03	Lakeshore Res Owners Assn	Mendocino/Cumberland
9-900-000-003-7.05	Lakeshore Res Owners Assoc	Crescent @ Lake Trail
9-900-000-003-7.04	Lakeshore Res Owners Assoc	Lookout Loop/Lakeshore Circle
9-900-000-003-7.06	Lakeshore Residential HOA	Lakeshore Rec Center
9-900-000-003-7.07	Lakeshore Residential Owners	Lakeshore Guard Shack
9-900-000-002-1.05	Lakeview Business Plaza	2489 Discovery Bay Blvd Ste 300
9-900-000-002-1.06	Lakeview Business Plaza	2489 Discovery Bay Blvd Ste 400
9-900-000-002-1.07	Lakeview Business Plaza	2489 Discovery Bay Blvd Ste 410
9-900-000-002-1.01	Lakeview Business Plaza	2489 Discovery Bay Blvd Suite 100
9-900-000-002-1.02	Lakeview Business Plaza	2489 Discovery Bay Blvd Suite 110
9-900-000-002-1.03	Lakeview Business Plaza	2489 Discovery Bay Blvd Suite 200
9-900-000-002-1.04	Lakeview Business Plaza	2489 Discovery Bay Blvd Suite 210
9-900-000-002-1.00	Lakeview Business Plaza	Lakeview Bus Plaza - Commercial
9-900-000-002-0.01	Lakeview Business Plaza	Lakeview Bus Plaza - Irrigation
9-900-000-002-9.01	Mariner's Church	1641 Bixler Road
9-900-000-001-6.01	McDonalds Corp	McDonalds
9-900-000-003-4.05	New Discovery Inc	Restrooms behind 15th Hole
9-900-000-003-4.06	New Discovery Inc.	Country Club
9-900-000-003-4.04	New Discovery Inc.	GC Maintenance Yard
9-008-010-037-3.68	New Discovery, Inc.	Mini-Storage #1 - Irrigation
9-900-000-001-3.03	Pacific Development Group-Bowie-Tracy	Sandy Cove Building B 3
9-900-000-001-3.01	Pacific Development Group/Bowie Tracy	Bldg. B - Suite B-1
9-900-000-001-3.02	Pacific Development Group/Bowie Tracy	Building B B-2
9-900-000-001-3.04	Pacific Development Group/Bowie Tracy	Sandy Cove Bld B B-4
9-900-000-001-3.06	Pacific Development Group/Bowie Tracy	Sandy Cove Bld B B-6
9-900-000-001-0.01	Pacific Development Group-Bowie-Tracy	14810 Hwy 4 Building C
9-900-000-001-4.01	Pacific Development Group-Bowie-Tracy	Pad 1 - Starbucks/ECC
9-900-000-001-2.01	Pacific Development Group-Bowie-Tracy	Sandy Cove - Bldg A(chase)
9-900-000-001-3.05	Pacific Development Group-Bowie-Tracy	Sandy Cove Bld B B-5
9-900-000-001-1.06	Pacific Development Group-Bowie-Tracy	Sandy Cove Building C C-6
9-900-000-001-1.01	Pacific Development Group-Bowie-Tracy	Sandy Cove C-1.
9-900-000-001-1.03	Pacific Development Group-Bowie-Tracy	Sandy Cove C-3
9-900-000-001-1.04	Pacific Development Group-Bowie-Tracy	Sandy Cove Unit C 4
9-900-000-001-1.05	Pacific Development Group-Bowie-Tracy	Sandy Cove Unit C 5
9-900-000-001-1.07	Pacific Development Group-Bowie-Tracy	Sandy Cove Unit C 7
9-900-000-001-1.08	Pacific Development Group-Bowie-Tracy	Sandy Cove Unit C 8
9-900-000-001-1.02	Pacific Development Group-Bowie-Tracy	Sandy Cove C-2
9-900-000-002-8.01	Pilati Farms	1601 Discovery Bay Boulevard
9-900-000-002-8.01	Presbytery of San Francisco	Delta Community Church - Rear
9-900-000-002-7.01	Ronma Inc.	1502 Discovery Bay Blvd
9-011-470-004-0.17	Safeway Store #1917	Safeway Gas Station
9-900-000-001-5.02	Safeway Store #1917	Safeway Gas Station 1

Customer Number	Name	Service Address
9-900-000-001-5.01	Safeway Store #1917	Safeway Store
9-900-000-003-5.01	Sand Bay Isle HOA	Sand Bay Isle - Sandpoint Rd
9-900-000-003-8.02	The Lakes at Discovery Bay HOA	Fallman Blvd behind Guard Shack
99-011-490-073-7.38	The Lakes at Discovery Bay HOA	Front Entrance
9-900-000-003-8.04	The Lakes at Discovery Bay HOA	Guard Shack
9-900-000-003-8.08	The Lakes at Discovery Bay HOA	N. Lakefront at Westport
9-900-000-003-8.05	The Lakes at Discovery Bay HOA	N. Lakefront Loop @ Rainbow
9-900-000-003-8.06	The Lakes at Discovery Bay HOA	N. Lakefront Loop by Fence
9-900-000-003-8.03	The Lakes at Discovery Bay HOA	S Lake Front Loop by Bridge
9-900-000-003-8.01	The Lakes at Discovery Bay HOA	The Lakes Front Entrance
9-900-000-003-8.07	The Lakes at Discovery Bay HOA	Westport Circle
9-900-000-002-2.01	United States Postal Service	3345 Bixler Rd

Sort Criteria:

Include active customers

Include inactive customers

Age using billing periods

Customer.Customer Number = 9900000001001-99011620048665