

Response part 2

- 1.) In an attempt to find any reason the usage was 6 times our normal amount, CWS once again claims that irrigation (which was shut off in June) and pool (which doesn't use any water from their line) are suspected to be the cause. 600 gallons passing through the line at 1-3am while we are asleep. Once again, we don't have a leak as witnessed by a licensed plumber and irrigation specialist. Yet somehow we're using 600 gallons of water in the middle of the night after they changed meters. 7 of our neighbors have these extremely high usage amounts also with our direct neighbor being sent bills of \$900 to \$1100 by CWS.
- 2.) CWS says that I declined a workers request to dig up our yard to fix their leaking meter/line to the street. That never happened. I called them twice to have someone come fix this – I certainly didn't tell them not to fix it as our front yard was a mud puddle.
- 3.) 3 people live in our home including a 10 year old boy. CWS would like to say we have a large home with lots of bathrooms and a pool/irrigation so that must be the problem... with zero facts to back up that assertion. A pool was installed last year

yet they keep trying to blame that or “extensive irrigation” which is normal irrigation to everyone else in the world..

- 4.) The Farms neighborhood along with The Point and The Harbour at The Point all have these same issues. They are trying to deflect those issues and focus on lying and still claiming we have a leak. They refuse to answer how 3 large neighborhoods all have these bills over \$500/month to \$1300/month. We have met with the other neighborhoods HOA to determine next steps. This is NOT an isolated issue. CWS refuses accountability for its overbilling based on faulty usage. As a customer I don't care what your tests show, what % of accuracy your lab shows, etc. We've done nothing different regarding water usage for 10 years yet our bill is 7-10 fold our normal bill.