

Diane Voss

From: Dan Craig <dcraig33333@gmail.com>
Sent: Tuesday, July 21, 2020 6:06 PM
To: Diane Voss
Cc: dcraig33333@gmail.com
Subject: Appeal to the City Council to be relieved of charges of broken water meter

[External Email]

Diane,
Please forward the following, per your last email, to the Mayor and the City Council, for this appeal.

To Whom it May Concern,
For the charge of \$325 for a broken water meter, invoice dated 4/30/20, reference number 176858, I submit the following appeal.

A letter from the City of Ames dated April 16, 2020, states "The technician found the water meter 'was frozen' and needed to be replaced." My tenants reported there was no ice on or anywhere near the water meter at the date and time the technician speaks of here.

On July 10, 2020, an email from Dave Blumer at City of Ames, states "The technician that responded found the bottom cap of the meter was cracked. In our experience, this 'generally indicates that the meter was frozen at some time and was now leaking' ." The report on April 16 indicating that the meter "was frozen" and the email on July 10th saying it was "cracked" with a rather hypothetical conclusion, are very conflicting. Also I have spoken with the manufacturer of the water meter who stated that a cracked water meter "may be indicative of having been frozen", but it is not proof of such.

In the dwelling in question, there are two water meters placed less than 2' apart. One is absolutely fine. Why is one being questioned to be frozen while the other, just less than 2' away, is functioning properly? There are exposed water lines in close proximity of the water meter; they were not frozen at this time in question. There is a hose bib in the crawl space which did not malfunction whatsoever at this time in question. Tenants reported that the thermostat was set at 72 degrees at the time in question. Also the night before the report of a frozen water meter, on 4/3/20, it was 24 degrees outside. As a legitimate reference, on 1/30/19 it was negative 30degrees with a 58 below wind chill, and the water meter did Not freeze at that time. Why would it not freeze when it is negative 30 outside, versus the night before this report it was 24 degrees?

I have been a City of Ames utilities customer for 50 years and have never paid a bill late nor requested relief for any charge on my account. This charge is unfounded. Please cancel this charge.

Respectfully,
Dan Craig