



CITY OF DURHAM

City Manager's Office

101 CITY HALL PLAZA | DURHAM, NC 27701

919.560.4222 | F 919.560.4949

www.durhamnc.gov

February 7, 2012

Mr. Otto Ladensack
1734 Stage Road
Durham NC 27703-5726

Dear Mr. Ladensack,

This letter is in response to your email to Durham City Council members on January 25, 2012 in which you state that you are still paying off a bill from the summer of 2010 in the amount of \$708.14. Mr. Greeley, Director of Water Management, informed you by email on August 2, 2011 that your account had received the following credits/adjustments to the bill in question:

- Late fees accrued for the August 2010 bill of \$67.96 were removed.
- Pool credit for summer 2010 of \$159.94 had been applied.

By applying these adjustments to the outstanding bill, the total billed amount was lowered to \$480.24. Department of Water Management staff also worked with you and your family to establish a payment plan for the remaining outstanding balance. This allows the amount to be paid over several months so that your family's budget would not be overly burdened.

Further, both the new electronic meter and the older meter that was replaced were tested and found to be measuring flow within approved accuracy standards. While your usage has declined somewhat during the past year, it is still above Durham's average residential water customer's usage which equates to 1270 cubic feet (or 9,500 gallons) per two-month billing cycle. Attached for your review is a spreadsheet of your account and a chart showing the City-wide usage breakdown for single family residential customers across all five tiers.

Based on my review of the billing information, payments and adjustments, meter verification process and ordinances and policies, I believe that the City has exhausted all available resources to address your concerns.

Regards,

A handwritten signature in black ink that reads "Theodore L. Voorhees".

Theodore L. Voorhees,
Deputy City Manager

C: City Council
Thomas J. Bonfield, City Manager
Donald F. Greeley, Director, Water Management

Billing History for Ladensack, Patricia Account # 302520

2007			2008			2009					
bill date	cons/cf	cons/gal	bill amt	bill date	cons/cf	cons/gal	bill amt	bill date	cons/cf	cons/gal	bill amt
2/9/2007	2600	19,448	\$ 256.04	2/8/2008	2600	19,448	\$ 236.04	2/12/2009	2750	20,570	\$ 342.26
4/10/2007	2400	17,952	\$ 238.12	4/17/2008	2400	17,952	\$ 255.40	4/13/2009	1972	14,751	\$ 251.08
6/12/2007	3700	27,676	\$ 354.60	6/10/2008	3000	22,440	\$ 303.48	6/11/2009	4290	32,089	\$ 556.03
8/14/2007	4900	36,652	\$ 497.40	8/12/2008 *	2700	20,196	\$ 284.44	8/12/2009	3742	27,990	\$ 477.67
10/10/2007	3800	28,424	\$ 390.92	10/10/2008	2800	20,944	\$ 348.12	10/12/2009	2330	17,428	\$ 329.22
12/8/2007	2200	16,456	\$ 236.04	12/10/2008	4300	32,164	\$ 557.46	12/11/2009	2756	20,615	\$ 388.77
Annual Avg.	3267	24,435	\$ 328.85	Annual Avg.	2967	22,191	\$ 330.82	Annual Avg.	2973	22,241	\$ 390.84

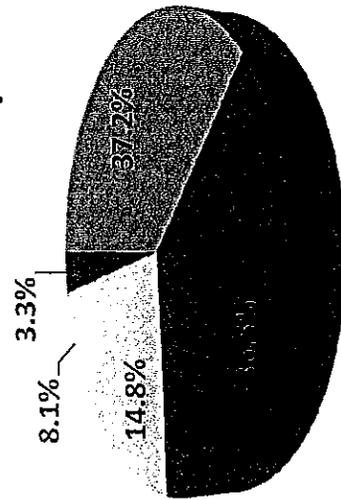
* tiered rates go into effect

2010			2011				
bill date	cons/cf	cons/gal	bill amt	bill date	cons/cf	cons/gal	bill amt
2/15/2010	2694	20,151	\$ 380.10	2/18/2011	2561	19,156	\$ 364.59
4/14/2010	2158	16,142	\$ 305.16	4/18/2011	1841	13,771	\$ 263.93
6/10/2010	2931	21,924	\$ 413.23	6/17/2011	2620	19,598	\$ 372.83
8/10/2010**	4596	34,378	\$ 708.14	8/9/2011	1589	11,886	\$ 246.22
10/12/2010	2318	17,339	\$ 330.62	10/10/2011	1859	13,905	\$ 285.48
12/9/2010	2172	16,247	\$ 310.20	12/9/2011	1475	11,033	\$ 229.22
Annual Avg.	2812	21,030	\$ 407.91	Annual Avg.	1991	14,891	\$ 293.71

** bill investigation

Calendar Yr. 2011 Single Family Residential Consumption (monthly usage cf)

% of SFR Consumption - 2011 Actual



- Tier 1 (0 - 200 cf)
- Tier 2 (201 - 500 cf)
- Tier 3 (501 - 800 cf)
- Tier 4 (801 - 1500 cf)
- Tier 5 (>1500 cf)