



City of Petersburg

(Intra-city Correspondence)

MEMORANDUM

DATE: June 04, 2019

TO: Lionel D. Lyons, Deputy City Manager of Development

THRU: Tangela Innis, Director/Department of Public Works and Utilities

FROM: Janell Sinclair, Operations Manager of Public Works and Utilities

SUBJECT: Meter Reading Unit - Update

In the May 28, 2019 City Council meeting; it was reported that 1,441 accounts had been cut off. This information was inaccurate due to a keying error. To date, 543 accounts have been cut-off. 161 accounts of those accounts were turned back on and 30 new accounts were established for these addresses. Therefore, 191 of those addresses are receiving authorized water.

The 543 accounts were expected to generate \$1,289,124.81, to date, \$283,712.29 in delinquent monies have been collected.

When an account is identified with high usage, an investigation is launched. After the investigation, a leak letter is sent to the customer. Initially, there was one (1) version of a leak letter. In April, two (2) additional versions were created. The leak letters consist of the following: leak is fixed, sporadic high usage, or leak identified. This unit has mailed out letters since January 2019. Please see the mailing information below:

- January 2019 – 6 letters
 - Confirmed leak
- February 2019 – 0
- March 2019 – 48 letters
 - Confirmed leak
- April 2019 – 45 letters
 - Leak fixed – 17
 - Sporadic – 16
 - Confirmed leak – 12
- May 2019 – 50 letters
 - Leak fixed – 11
 - Sporadic – 19
 - Confirmed leak - 20



**I AM
PETERSBURG
VIRGINIA**

Office of the Director
Department of Public Works and Utilities
103 W. Tabb Street
Petersburg, Virginia 23803

Phone: (804) 733-2353
Fax: (804) 732-2030

**TANGELA INNIS
DIRECTOR**

Click here to enter a date.

Click here to enter text.

Click here to enter text.

Petersburg, VA Choose an item.

Re: High Usage

Dear Click here to enter text.:

The Staff in the Department of Public Works and Utilities works diligently to ensure all concerns and situations are addressed. The Field Services Team is dedicated to our customers, and will work with the customer until the issue is resolved.

During the meter reading cycle, our team works to provide pertinent information concerning a leak on the customer's property or addressing the city's equipment. After a thorough review of the high usage identified and an investigation at your service address, it has been concluded there is a leak on your property. Also, it has been determined; the leak is not the result of faulty equipment or improper readings. **Therefore, it would be the responsibility of the customer to correct the issue.**

Options: once the homeowner/renter determines the source of the problem, please address this issue. After the issue has been resolved, we ask that documentation is submitted to the Billing and Collections department at 135 N Union St, Petersburg, VA 23803. You must submit an invoice from a licensed plumber. If the work was not executed by a plumber, you may submit a copy of the parts purchased and notarized statement of the work completed. Additionally, the usage may reflect the actual consumption due to pool fills, gardening, etc... If this is the situation, garden meter reads or the dimensions of the pool must be submitted to receive an adjustment. ***Please note: during the winter months, garden meter reads and pool fills are not credited for significant usage amounts.***

We hope we have exceeded your expectations and provided you with stellar customer service. If you need further assistance; feel free to contact the Operations Manager, Janell Sinclair, at (804) 733-2300 X2533.

Best regards,

Tangela Innis

cc: Billing and Collections Department



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During the meter reading cycle, our team works to provide pertinent information concerning a leak on the customer's property or addressing the city's equipment. After a thorough review of the high usage identified and an investigation at your service address, it has been concluded there was a leak on your property. Also, it has been determined; the issue has been corrected as the usage levels has returned to normal.

Please do the following: the homeowner/renter has resolved the issue, we ask that documentation is submitted to the Billing and Collections department at 135 N Union St, Petersburg, VA 23803. You must submit an invoice from a licensed plumber. If the work was not executed by a plumber, you may submit a copy of the parts purchased and notarized statement of the work completed. Additionally, the usage may reflect the actual consumption due to pool fills, gardening, etc... If this is the situation, garden meter reads or the dimensions of the pool must be submitted to receive an adjustment. ***Please note: during the winter months, garden meter reads and pool fills are not credited for significant usage amounts.***

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During the meter reading cycle, our team works to provide pertinent information concerning a leak on the customer's property or addressing the city's equipment. After a thorough review of the high usage identified and an investigation at your service address, it has been concluded there has been abnormal consumption rates on an intermittent basis. This means high consumption was observed during the billing period, but it did not occur every day. Also, it has been determined; this incident is not the result of faulty equipment or improper readings.

Sporadic high usage could be the results of the following: running toilet, house guests, washing of a car, power washing, gardening, pool fill, and various other situations. We wanted to ensure that you were aware of this issue and we will continue to monitor your account. If a plumbing issue was resolved, we ask that documentation is submitted to the Billing and Collections department at 135 N Union St, Petersburg, VA 23803. You must submit an invoice from a licensed plumber. If the work was not executed by a plumber, you may submit a copy of the parts purchased and notarized statement of the work completed.

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