



CITY OF LONG BEACH

DEPARTMENT OF FINANCIAL MANAGEMENT
Commercial Services

Attachment 1

C-4

333 West Ocean Boulevard 6th Floor • Long Beach, California 90802 • (562) 570-5700

November 8, 2004

Willie Goffney, MD
5552 El Cedral Street
Long Beach, CA 90815

Account No. 3723-2250-4

Re: Gas Bill Dispute, 5552 Cedral Street, June 4 to July 6, 2004

Dear Dr. Goffney:

Per your request on October 29, 2004, an Administrative Hearing was held regarding a dispute of excess gas charges on your property at 5552 El Cedral Street for the billing period from June 4 to July 6, 2004. The attendees were you; David Black, Superintendent of Operations, Long Beach Energy Department; Pamela Wilson-Horgan, Manager, Commercial Services Bureau, Department of Financial Management and Rosie Bouquin, Utility Customer Services Officer, Utility Services Division, Department of Financial Management.

TESTIMONY

On June 23, 2004, Mrs. Goffney noticed a gas odor and called Long Beach Energy who sent out a field representative. It was determined that there was a gas leak in the gas line to the pool heater and the gas meter was turned off. A plumber capped off the house line to the pool heater until the repairs could be completed. An increase of \$414.66 was incurred on your gas bill from June 4, 2004 to July 6, 2004 due from an undetected gas leak in the gas pipeline. You are disputing this amount since you feel you were not negligent in the maintenance of your equipment.

SERIES OF EVENTS

A field representative from Long Beach Energy was called to examine the problem, determined that there was a gas leak and turned off the gas at 5552 El Cedral Street. In accordance with the Energy Department's practice, the gas meter at 5552 El Cedral Street was tested and determined to be within the allowable limits set by the Municipal Code, confirming the meter was in appropriate working order.

DECISION

Long Beach City Municipal Code: Section 15.40.140 – Service extension- Generally

M. All pipe beyond the outlet connections of the meter, master meter, or bank of meters, shall be maintained by applicant, customer and the owner of the property, and the

Willie Goffney, MD
November 8, 2004
Page 2

gas utility shall not be responsible for any loss of gas or any loss or damage whatsoever caused by or arising out of, or in connection with pipe or equipment installed beyond the outlet of the gas utility's meter, master meter or bank of meters.

Therefore a gas usage adjustment will not be authorized. It has been determined that the excessive gas charges were due to an old, corroded or damaged customer's pipeline resulting in a gas leak. As a result, the property owner must assume the financial responsibility of the additional gas usage charges.

APPEAL PROCESS

If you are not satisfied with the decision you may file an appeal within 10 days from the date of this letter. Your appeal should be in writing, addressed and directed to:

Long Beach City Council
Office of the City Clerk
333 W. Ocean Blvd – Lobby Level
Long Beach, California 90802

Sincerely,



Pamela Wilson-Horgan
Hearing Officer

PW-H:jag

5552 EL CEDRAL
LONG BEACH, CA 90815
714-758-2433
FAX:

RECEIVED
CITY CLERK
LONG BEACH, CALIF.

04 DEC -1 AM 10:10

November 28, 2001

Long Beach City Council
Office of the City Clerk
333 W. Ocean Blvd- Lobby Level
Long Beach, CA 90802

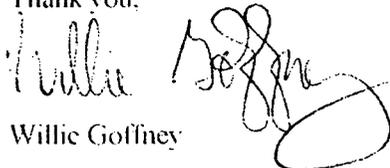
Account # 3723-2250-4

Re: Gas Dispute June 4- July 6, 2004

Dear Sirs:

I was recently involved in an Administrative Hearing for gas charges I considered unfair. The Hearing Officer did not rule in my favor and I would therefore like to appeal the decision. I'm not sure if this needs to be before the City Council or some other body, but I'm willing to do whatever is necessary. Please consider this a formal request for appeal and notify me how to proceed.

Thank you,


Willie Goffney