

CARMEL MOUNTAIN RANCH/SABRE SPRINGS COMMUNITY COMMITTEE
MEETING MINUTES
November 12, 2014

A meeting of the CMRCC was held at the Carmel Mountain Ranch Branch Library on November 12, 2014. John Giltner, Chairman, called the meeting to order at 6:30 pm. Official business was conducted as reported below.

Members Present	Members Absent	Members Excused
Barbara Finn John Giltner Judy Hertzberg Laurie Marcus Cyndie Bradley Eric Edelman Rachele Melious Michael Nelson Arrived after agenda approved: Kurt Carlson	Anne Chang	Dave Booher Sam Rasoul

Call to order and welcome by Chairman – John Giltner

- I. Agenda – approval motioned and seconded; 8 yes, 0 no, 0 abstentions (agenda approved)
- II. Introduction of Board Members.
- III. Approval of minutes from August 13, 2014, corrected September 15, 2014 – [amended at the meeting to correct for Rachele’s presentation] motioned and seconded 9 yes, 0 no, 0 abstentions (minutes approved);
- IV. Chair Report – None
- V. Public comment - None.
- VI. CMRCC business.
 - a. Neighborhood Police Report – Shannon Kanoa here (skanoa@pd.sandiego.gov – email; 858-538-8028 - phone) – car break-ins are the one item to pay attention to going into the holiday season; remove all personal items; this past month there were 2 stolen vehicles (Jeep and Nissan this month); be aware of surroundings; try not to leave bags in the car – see attached flyers (Attachment 1) for this holiday season including updated problem solver recommendations and a form for a list of home contents; it was confirmed that Shannon’s coverage includes Sabre Springs.
 - b. CMR Fire Station – Mike Howell (new captain) – Not here
 - c. Congressman Scott Peters (Hugo Carmona) – Not here
 - d. Senator Joel Anderson (Ed Smith) – Not here
 - e. Assemblyman Brian Maienschein (Michael Lieberman) – Assembly not in session at this time but the office is always welcome for suggestions.
 - f. Supervisor Dave Roberts (representative TBD) – Not here.
 - g. Councilman Mark Kersey (Myra Vazquez) – 619-236-6655 (Discussion focused on installing a STOP sign at Spring Brook Drive and Mil Pitrero Road) Stop sign discussion at the last CMR/SSCC meeting resulted in the placement of the sign; refer to the attached newsletter (Attachment 2); included is information on extended hours at the library; information on the mandatory water saving; and lastly, the Thanksgiving luncheon.
 - h. San Diego Planning Dept. Tony Kempton: Not here
 - i. Mayor Kevin Faulconer (John Ly): Not here
 - j. Chair’s Report:
 - i. Presentation by David Akins Public Utilities Customer Advocate – refer to flyers (Attachment 3) – utility background and law; started the customer advocate position for the city

1. Bill for utility services: fixed cost (e.g., pipes) + variable cost (water that the city buys); base fee is based on your meter size; use lowest water consumption which is winter consumption; should check the meter read AND turn off all water and see if the meter continues to move (if so, then there is a leak in the system).
 2. There is a tiered pricing for single family homes; measured in hundred cubic feet; San Diego is currently in Level 2 drought conditions (as of Nov 2014 – also see newsletter from councilman Kersey mentioned above); waterwaste@sandiego.gov to report water waste and you can also go to city website and report; also there is an iPhone app that allows you to take a picture and send; residential water survey is highly encouraged.
 3. Currently rebate program for turf removal is stalled for the moment; www.sandiego.gov/water; Customer Advocate Contact information: David F. Akin; Dakin@sandiego.gov; email encouraged – anything on the city side of the meter or the meter itself, the city will take care of it.
 4. You can request a leak adjustment for 2 billing periods (split the difference between the average and the increase – under the slab could qualify for the leak adjustment; need to apply within 120 days of discovery; will want to be sure it is repaired).
- k. Old Business: Golf course – redoing the turf as discussed at the last meeting
- l. New Business: Ribbon cutting ceremony of the bridge
- m. Action Items:
- i. Elections to the committee – Ester Berry (attended two prior meetings within the last 6 months); business owner within the area; motion to elect Ester and seconded: 9 yes, 0 no, 0 abstentions; Esther Berry is approved.
 - ii. It was announced that many positions will be up for election in March, so those who are willing to run for Chairman, Vice-Chairman, or Secretary to let the current secretary know by email (barbara.m.finn@gmail.com).

VII. Adjournment at 7:25 PM.

Next meeting January 14, 2014, 6:30PM

(Meeting Minutes to be completed and then emailed to

SDplanninggroups@sandiego.gov, TKempton@sandiego.gov, group/office representatives and gfairley@waltersmanagement.com, along with the other Council members.)

Summary of City of San Diego, Public Utilities, Customer Advocate

The Customer Advocate is responsible for ensuring high-functioning relationships between Public Utilities and its key water and wastewater customer stakeholders. In addition, this person plays a key leadership role inside the organization developing Department staff knowledge and understanding of stakeholder perspectives; supporting an efficient customer relationship management system; and ensuring standards for excellence in customer interactions.

Who is the Customer Advocate?

- **David Akin, Esq.**
- Active Member California State Bar
- 17 years Public/private electric and water utility management
- 8 years advocacy experience - California attorney

What is the Customer Advocate's role?

- Focus on entire customer experience
- Help navigate complex procedures/organization
- Cross functional go-to person
- Engage, facilitate and expedite resolution of customer service issues
- Understand and represent stakeholder perspectives and needs
- Advise Department management of critical customer issues, concerns and requests
- Develop and maintain appropriate professional relationships
- Recommend updates to customer service policies

Customer Community Outreach

David is providing presentations to community and business organizations. His current presentation includes the following key topics relevant to the customer experience:

- Understanding the customer's water/sewer bill;
- Overview of fixed and variable fees and charges;
- Go Green! Online self-service option;
- Overview of key infrastructure and services;
- What the customer can do when a utility bill is higher than expected

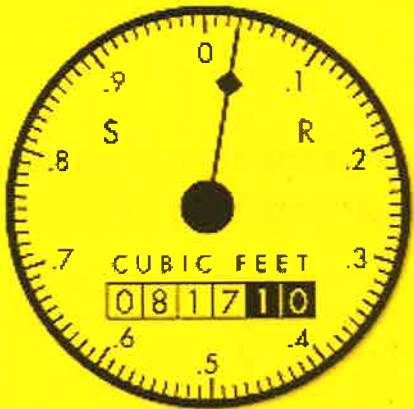
Contact the Customer Advocate

David F. Akin
Customer Advocate
(619) 533-4275
dakin@sandiego.gov

Here's what to do:

READ your water meter. In the picture of the water meter register shown below, note the figures shown under the words CUBIC FEET. In this example the meter shows 81,710. Because charges are based on units of 100 cubic feet, we ignore the last two numbers (the ones with the black background). So, the reading in this case is 817.

COMPARE this read to the ending read on your most recent bill. If the bill shows a reading of lower than 817 (accounting for the water used since the meter was read), your meter read was correct. However, if the ending read on the last bill is higher than the read on the meter, there has probably been a mistake. Please write down the read on your meter and call us at **619-515-3500**. A Customer Service Representative will research your account and can issue a corrected bill.



The read on your meter should match up with the information on your Public Utilities bill.

The Public Utilities Department has lots of information online which can help you understand your bill and even help you lower your water usage. Visit www.sandiego.gov/water for information about:

- ◆ Water and sewer rates;
- ◆ Water Conservation Programs;
- ◆ How to reduce your bill and much, much more!!!

Water and money are both precious resources. Armed with all this information, you will be better prepared to conserve both!



Important Insurance Information

Water and sewer service line protection programs are offered in cities across America including San Diego. These insurance programs and the associated service line warranties are sold and administered solely by private companies. When buying this type of insurance, customers enter into a private contract with the insurance provider. The City and Public Utilities Department do not offer this insurance directly and obtaining such insurance is not mandatory.



This information is available in alternative formats upon request.

Printed on recycled paper

Is Your Bill Unusually High?

Here's What To Do



It can happen. You open your Public Utilities bill and it seems much higher than it has been before. It is important to know that there are three main reasons why this can occur:

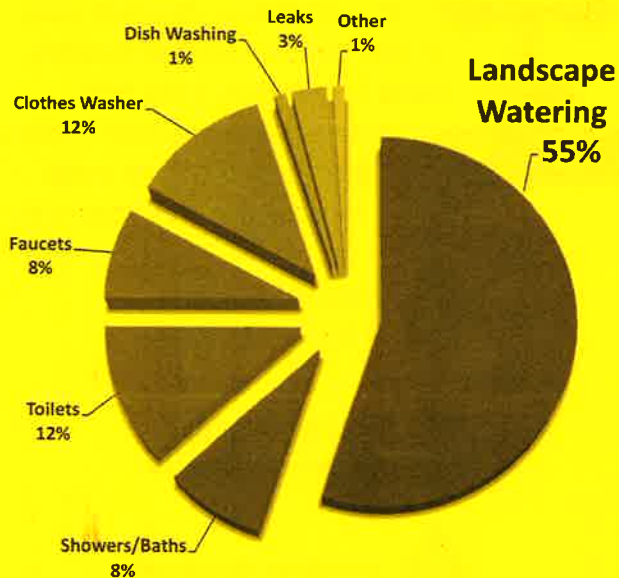
- 1** You used more water than usual.
- 2** You have a leak on your property.
- 3** An error occurred when reading your meter.

1 You Used More Water Than Usual

This is the most common reason for a higher than normal bill. Perhaps you had house guests, you refilled a swimming pool, or put in some new landscaping which required watering. Maybe a son or daughter moved back home for the summer from college. Also, most customers use more water when we get hot weather. If you have an unusually high bill, the first thing to do is to try and figure a logical reason for it.

Figure 1:

Typical Water Use in A Single-Family Home



2 You Have a Leak on Your Property

This happens quite often and even a seemingly small leak can cause a huge increase in your bill. It might be a leaking toilet or a problem with your irrigation system.

To check for a non-irrigation system leak you will need to find your water meter (Figure 2). It is generally located near the curb in front of your home or place of business in a direct line with the main outside faucet. It is housed in a concrete box usually marked "water." Carefully remove the lid by using a tool such as a large screwdriver. Insert the tool into one of the holes and pry the lid off. Check the area around the meter to make sure there are no harmful insects or other animals.

Then, turn all water-using appliances off so that no water is being used anywhere in the house. Check the position of the meter dial and wait. If after 15 minutes, the dials haven't moved, congratulations!

You have a water-tight home. But, if the dials have moved, start checking hose



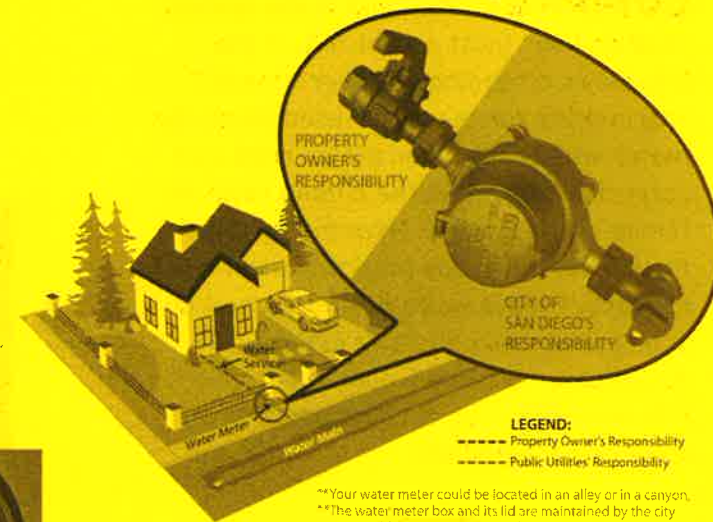
Leak indicator



connections, faucets and toilets for water leaks. If you have everything turned off and are sure the toilets and connections aren't leaking, yet the dials are still turning, you may have a hidden leak in an underground pipe. If this is the case, you may need to call a plumber for assistance.

Figure 2:

How To Locate Your Water Meter



3 An Error Occurred When Reading Your Meter

While the Public Utilities Department has a meter reading accuracy rate of more than 99.5 percent, errors do occur. If you don't have a leak and you haven't used more water lately, it could be that your most recent meter read was incorrect. ▶

HAVE A SAFE HOLIDAY SEASON

SAN DIEGO POLICE DEPARTMENT

NORTHEASTERN DIVISION

13396 SALMON RIVER ROAD

SAN DIEGO, CA 92129

(858) 538-8000



PLEASE CALL THE POLICE IF YOU SEE ANYTHING SUSPICIOUS
NON-EMERGENCY (619) 531-2000 OR (858) 484-3154

RECREATIONAL AREAS AND PARKING LOTS ARE OFTEN TARGETS OF
OPPORTUNISTIC CRIMES SUCH AS VEHICLE BREAK-INS AND THEFTS. DO NOT BE A
VICTIM; HELP US REDUCE THESE CRIMES BY FOLLOWING A FEW SIMPLE TIPS:

- ALWAYS SECURE YOUR VEHICLE
LOCK YOUR DOORS AND ROLL UP ALL THE WINDOWS COMPLETELY.
- REMOVE ALL YOUR VALUABLES FROM YOUR VEHICLE WHEN PARKING OR
PLACE THEM IN YOUR LOCKED TRUNK. THIS INCLUDES SHOPPING BAGS,
PURSES, LAPTOPS, BACKPACKS, CELL PHONES, CHARGES, LOOSE CHANGE,
GPS UNITS. MOVE THESE ITEMS BEFORE YOU GET TO YOUR DESTINATION AND
PARK. THIEVES MAY BE WATCHING AS YOU LEAVE YOUR CAR.
- PARK UNDER OR NEAR LIGHTS IF YOU WILL BE RETURNING TO YOUR VEHICLE
AFTER DARK.
- BE AWARE OF YOUR SURROUNDINGS!! LOOK FOR SUBJECTS LOITERING
AROUND THE LOTS, LOOKING INTO CARS.
- DO NOT LEAVE PURSES UNATTENDED IN YOUR SHOPPING CARTS.

FOR ADDITIONAL CRIME PREVENTION TIPS PLEASE CHECK
WWW.SANDIEGO.GOV, POLICE DEPARTMENT

Happy
Holidays

A small, stylized cartoon character of a person wearing a Santa hat and a scarf, positioned to the left of the "Happy Holidays" text. The character is drawn in a simple, sketchy style.

OPERATION IDENTIFICATION INFORMATION SHEET

2. What is "Operation Identification"?
1. A program to discourage theft and burglary by identification of valuables and the warning to potential thieves this action has been taken.
2. How is "Operation Identification" accomplished?
1. By etching one's operators license number on portable items.
2. Why not use Social Security number rather than operators license number?
1. Federal restrictions prevent the use of Social Security numbers to trace an individual, whereas the operators license number can be traced easily by any law enforcement agency and the current address obtained.

Why does this discourage theft?

1. A window sticker serves notice that the items have been marked. Thus, if stolen, the item could be used as directed evidence in court. The property would also be more difficult to trade or sell.

1. How long does it take to get the information back on the operators license number?

The California Law Enforcement Telecommunications System (CLETS) now has the identity and address of every licensed driver computerized, therefore this information can be retrieved in minutes with only the operators license number.

What should you mark?

We suggest you mark all items of value; i.e., furniture, office equipment, appliances, binoculars, cameras, fishing equipment, golf clubs, jewelry, musical instruments, t.v.'s, power tools, lawn equipment, radios, vehicle accessories (tape decks, hubcaps, etc.), tools, and any other items you value.

Where do I get the tools and window stickers?

The etching tools and window stickers may be obtained from any of the storefronts.

NEVER GIVE A BURGLAR AN EVEN BREAK

1. Keep your "Personal Property Inventory List" in a safe place, possibly with your insurance papers. The "Personal Property Inventory List" is a type of insurance, helping us to recover your stolen property in the event of a theft or burglary.
2. The more complete your "Personal Property Inventory List" the better. In case of a loss by causes other than theft it may help you establish your loss with your insurance company. As an example, if you have a fire in your residence and lose a couch, an end table and portion of your carpet in your front room, the accurate listing of when and how much you paid for the items will assist you in establishing your loss.
3. On the "Personal Property Inventory List" place a check mark behind the room indicated. Make the "Description of Item" as complete as possible. Include manufacturer, model number, size, color, and material of the item. This might include damage marks, repairs, etc. In the "Manufacturer's Serial Number" section list any serial numbers on the item, if any. DO NOT confuse this with the model number. In the section marked "Home Owner's CDL # put the California drivers license number of the head of the household. In the case of an item that has been given to a junior member of the family as a gift, and this person has a California drivers license, it should be listed for the item.
4. In inventorying a room, use a systematic approach. One suggested method is to first list the floor covering, if any. The inventory items you come in contact with in a clockwise direction. This should be done throughout the room and include items on the walls. After a complete circuit of the room is made, inventory items in the center of the room.
5. Extra sheets can be obtained from the location where you checked the etching pen out. Remember to review the inventory list annually.

REMEMBER: Fill out the "Personal Property Inventory List" completely and file with your important papers. Whenever possible, engrave the operators license number on metal.

**CRIME IS EVERYBODY'S BUSINESS AND
PREVENTION IS EVERYBODY'S RESPONSIBILITY**

Facts About Operation Identification "Personal Property" Inventory List



PREVENTING RESIDENTIAL BURGLARIES

Analysis: Every day residential burglaries occur in San Diego. When officers investigate these crimes we can determine how and why a particular home or neighborhood was targeted through analysis. Most burglary suspects drive through a particular neighborhood during the day looking for easy targets in nice neighborhoods while others may have acquaintances that currently or previously lived in area and are familiar with the neighborhood or the residence. The majority of burglaries occur via unlocked doors, windows and gates.

Casing the Neighborhood: A common method of "casing," used by suspects in residential burglaries is lengthy door knocking and doorbell ringing in an attempt to determine if anyone is home. If the door is answered by a resident, the suspect (caser) may claim to be lost, solicit some type of service or product, or ask for someone that does not live there. If you believe this person was casing your home, politely refuse their services and call the San Diego Police at (619)531-2000. Try to obtain a good description, a direction of travel and a license plate if possible. A good way to let the solicitor know you are home if you do not want to answer the door is to simply yell from behind the closed door that you are not interested. Making your presence known to a potential burglary suspect means you are much less likely to have an attempted break in while you are home. Security screen doors are a great asset as well.

Secure Your Garage: Treat your garage like your front door; many residential burglaries occur through open garages where people are home but are either in the house or in their backyard. If you are home working in your house or your backyard, thieves may take the opportunity to go through the garage or an unlocked garage-to-house door to steal valuables. Residents should close their garage doors when not present in their front yard. It can take less than a minute to walk in undetected and steal small items such as a laptop or iPad. Do not leave your garage door opener in your vehicle if you park outside the garage.

The Point of Entry: For most residential burglaries the side gate to the rear of the residence, is the most common entry point. Any unlocked/ unsecured door or window becomes an easy way in. Once out of sight from any passers-by if a burglar feels concealed, they will spend extra time to get in. Use locking pins or dowels on sliding doors and windows with no more than a 2" gap if ventilation is needed. Keeping your side gate locked at all times is mandatory. Change the lockset to a key pad style if needed. Trim large amounts of foliage in the front yard if you have an overgrowth for easy concealment. The most common items thieves are looking for is Jewelry, cash, guns, cell phones, wallets, purses, iPads, laptops tools and car keys.

Hardening the Target: In addition to what has been discussed, here are some other great deterrents and suggestions to help reduce the likelihood of becoming a victim of a residential burglary: Alarm Systems, Video Surveillance, LED motion lighting for the front, side and rear of the house, leaving a radio or T.V. on while you are away, owning a dog or appearing as if a dog lives there and notifying a trusted neighbor when on vacation. Inspect your house as if you were trying to get inside and strengthen any weak areas. Nextdoor.com is a great tool to stay informed about what is going on in your neighborhood.

PROBLEM SOLVER

San Diego Police Department:

LIFE THREATENING EMERGENCY OR CRIME IN PROGRESS (DIAL) 9-1-1.

SDPD NON-EMERGENCY (619) 531-2000

Other SDPD Contacts:

SDPD Northeastern Division:

Cpt. Dawn Summers

Lt. Jeff Peterson

Lt. Scott Bender

CRO/Neighborhood Watch:

Ofc. Shannah Oliveras (858) 538-8028

RSVP: Mesa-Scripps: (858) 538-8120

RSVP: Rancho Bernardo: (858) 538-8146

RSVP: Diamond Gateway: (858) 538-8092

OTHER IMPORTANT NUMBERS:

(DIAL) 2-1-1

A national dialing code for free, 24-hour County Specific, health, disaster information and more, e.g. Wildfire emergency updates, suicide hotlines, etc.

California Highway Patrol: (858) 467-3300

Child Abuse Hotline: (858) 560-2191

Call if you suspect that a child is being abused.

City information Center: (619) 615-6111

Provides City Services contact information.

Graffiti:

Office Bill Miles (email) photos with location to: wmiles@pd.sandiego.gov (RECORD LOCATION, & DATE, REPORT PHOTOS BY EMAIL. *then* REMOVE!

1. If the graffiti is located on,
 - Public property, report it immediately to the Graffiti Control Program (above).
 - Commercial property, report it to the business.
 - Private property, notify the resident.
 - Your property, remove it immediately.
2. Try to remove the graffiti with a solvent and rag (wear gloves), e.g. *Goof Off Graffiti Remover*. If you need to paint it out, try to match the existing color. Use a razor blade scraper for removing stickers on glass, signs, benches, etc.
3. URBAN CORP will also remove it.
Call (619) 235-6884 with location and date.

Code Compliance (NCCD) (619) 236-5500

Report suspected code violations or dangerous conditions, e.g. unstable structures, signs, noise that disturbs at least three separate households, non-permitted construction, public right-of-way issues etc.

Drug Dealing: (619) 533-5675

Call the Drug Abatement Response Team (DART) to report prostitution, gangs or drug dealing.

Environmental Services: (619) 694-7000

- Dead animal Removal
- Large items left in alleys, e.g. sofa, refrigerator.

Parking: (858)495-7856

Illegal or abandoned vehicles, RVs and boats parked in the same spot over 72 hours or illegally parked in a parkway or across sidewalks:

1. Obtain license number and car make/model of vehicle.
2. Report to Vehicle Abatement # above.
3. If after 1 week the vehicle is not and you don't see a ticket, call again.

Street Maintenance: (619) 527-7500

- Pot Holes
- Street Lights: Broken/Burned Out
- Curb Maintenance

Trash: (858) 492-5055

+(Wait on the line for a representative).

- Uncollected containers
- Illegal dumping
- Overflowing dumpsters
- Water & Sewer Emergency
(619) 515-3525

Neighborhood Noise and Other Nuisances:

Try to have open lines of communication with all your neighbors. Discuss your concerns about noise violations or other problems. If no improvement,

- Every time a nuisance occurs, call the SDPD Non-Emergency number and get an incident number.
- Keep a log of nuisance activities.
- If problems continue, the City of San Diego sponsors a **Neighborhood Nuisance Program** to help residents abate nuisance.
(858) 552-1717.



VACATION HOUSE CHECK

House should not be for rent or for sale



PLEASE PRINT - BLACK INK ONLY

Occupant's Name (print only)		Phone		Service Area Thomas Guide
Address		Zip Code	Community Gate Code	
Depart Date	Depart Time	Return Date	Return Time	

Alarm? Y N If yes, might the alarm go off if doors are firmly checked? Y N
 Name of Alarm Company Phone

Door screens unlocked? Y N (Note: Should be left unlocked so doors can be checked)

Any windows intentionally left OPEN? Y N Where?

Gardner? Y N Days M T W T F S Name?

Gate(s) locked? Y N OK to go in back yard? Y N Dog in yard? Y N

Number of vehicles in driveway 0 1 2 3 4
 Description of vehicle(s):

Radio left on inside house? Y N Night light on? Y N Where:

1st Emergency Contact Name	Home Phone
Address	Work Phone
Relationship	Has house key? Y N
2nd Emergency Contact Name	Home Phone
Address	Work Phone
Relationship	Has house key? Y N

Name(s) (if any) other than Emergency contact(s) authorized to be in the house:

I authorize RSVPs to be on my property during Vacation House checks: Signature: _____	We CANNOT move or remove packages, but flyers, newspapers & doorhangers will be placed in backyard.
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Comments or Special instructions:	Control No.

Date request taken: <small>Must be at least 7 days prior to departure</small>	Taken by:	Office or Service No.	Approved:
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Submit completed & signed form to: **SDPD-RSVP Northeastern Division Substation**
 13396 Salmon River Rd., San Diego, CA 92129 Phone: 858-538-8000