



NOTICE AND CALL OF A SPECIAL MEETING OF THE ADMINISTRATIVE BOARD OF APPEALS

NOTICE IS HEREBY GIVEN that a Special Meeting of the Garden Grove Administrative Board of Appeals is hereby called to be held on Wednesday, August 26, 2026 at 6:00 p.m. in the Garden Grove Community Meeting Center, 11300 Stanford Avenue.

Said Special Meeting shall be held to discuss the attached Agenda.

Dated: August 20, 2026

A handwritten signature in blue ink, appearing to be 'David Dent', written in a cursive style.

David Dent
Deputy Director of Community Development
Chief Building Official
Executive Secretary to the Board



AGENDA

ADMINISTRATIVE BOARD OF APPEALS (ABOA)

SPECIAL MEETING
COMMUNITY MEETING CENTER
11300 STANFORD AVENUE
AUGUST 26, 2026 - 6:00 P.M.

Meeting Assistance: Any person requiring auxiliary aids and services, due to a disability, to address the Administrative Board of Appeals, should contact the City Clerk's office at (714) 741-5040 72 hours prior to the meeting to arrange for special accommodations. (Government Code §5494.3.2).

Agenda Item Descriptions: Are intended to give a brief, general description of the item. The Administrative Board of Appeals may take legislative action deemed appropriate with respect to the item and is not limited to the recommended action indicated in staff reports or the agenda.

Documents/Writings: Any revised or additional documents/writings related to an item on the agenda distributed to all or a majority of the Administrative Board of Appeals within 72 hours of a meeting, are made available for public inspection at the same time (1) in the Building and Safety Division at 11222 Acacia Parkway, Garden Grove, CA 92840, during normal business hours; and (1) at the Community Meeting Center at the time of the meeting.

Public Comments: Members of the public who attend the meeting in-person and would like to address the Administrative Board of Appeals are requested to complete a yellow speaker card indicating their name and address, and identifying the subject matter they wish to address. This card should be given to the Recording Secretary before the meeting begins. General comments are made during "Oral Communications" and are limited to three (3) minutes and to matters the Administrative Board of Appeals has jurisdiction over. Members of the public who wish to comment on matters before the Board, in lieu of doing so in person, may submit comments by emailing building@ggcity.org no later than 3:00 p.m. the day of the meeting. The comments will be provided to the Board as part of the meeting record.

PLEASE SILENCE YOUR CELL PHONES DURING THE MEETING

ROLL CALL: MEMBERS BUI, LADD, NGUYEN, TRAN, VAN

PLEDGE OF ALLEGIANCE TO THE FLAG OF THE UNITED STATES OF AMERICA

- A. SELECTION OF CHAIR AND VICE CHAIR
- B. ORAL COMMUNICATIONS
- C. RECEIVE AND FILE MINUTES – [JUNE 24, 2026](#)
- D. HEARING(S) (Authorization for the Chair to execute Resolution shall be included in the motion.)

D.1. WATER BILLING APPEAL FROM THUY LINH LAM – 10471 HAZARD AVENUE

E. MATTERS FROM BOARD

F. MATTERS FROM STAFF

G. ADJOURNMENT

GARDEN GROVE
ADMINISTRATIVE BOARD OF APPEALS (ABOA)
Community Meeting Center
11300 Stanford Avenue, Garden Grove, CA 92840

Special Meeting Minutes
Wednesday, June 24, 2026

CALL TO ORDER: 6:00 p.m.

ROLL CALL:

Member Bui
Member Ladd
Member Nguyen
Member Tran
Member Van

Absent: Tran and Van

STAFF PRESENT: James Eggart, City Attorney; David Dent, Chief Building Official/Executive Secretary to the Board; Sam Kim, Public Works Deputy Director; Jon Ruis, Public Works Foreman; Tina Ngo, Revenue Manager; Carol Sebbo, Recording Secretary.

PLEDGE OF ALLEGIANCE: Led by Member Nguyen.

SELECTION OF CHAIR:

Action: Member Nguyen nominated self for Chair with a second from Member Ladd.

Action: Motion approved with a 3-2 vote as follows:

Ayes: (3) Bui, Ladd, Nguyen
Noes: (0) None
Absent: (2) Tran, Van

SELECTION OF VICE CHAIR:

Action: Member Bui nominated self for Vice Chair, with a second from Member Ladd.

Action: Motion approved with a 3-2 vote as follows:

Ayes: (3) Bui, Van, Nguyen
Noes: (0) None
Absent: (2) Ladd, Tran

Member Nguyen assumed the duties of Chair.

ORAL COMMUNICATIONS – PUBLIC – None.

RECEIVE AND FILE MINUTES – June 18, 2025

Action: Received and filed.

Motion: Bui Second: Ladd

Ayes: (3) Bui, Ladd, Nguyen

Noes: (0) None

Absent: (2) Tran, Van

CODE OF ETHICS: City Attorney Eggart provided an overview of the Code of Ethics. A hand-out was provided.

OVERVIEW OF THE BROWN ACT: City Attorney Eggart provided an overview of the Ralph M. Brown Act (Brown Act), noting the purpose and importance of adhering to the law. A hand-out was provided.

HEARING C.1. – WATER BILLING APPEAL FOR 12642 CHAPARRAL DRIVE

Appellant: MARGARET DOLE

Date: June 24, 2026

Request: Appellant requested that the Administrative Board of Appeals approve their water billing appeal, filed on March 24, 2026, for property located at 12642 Chaparral Drive.

The Administrative Board of Appeals of the City of Garden Grove hereby made the following findings of fact:

1. On January 29, 2026, City Water Billing staff conducted a routine meter reading and noticed higher than normal water usage for the billing period of November 21, 2025, to January 29, 2026, in the amount of \$1,826.14 for the use of 298 units (approximately 4.32 units per day).
2. On February 5, 2026, the City conducted a second meter reading and on February 12, 2026, the City performed an in-ground water meter test to determine whether an equipment malfunction was the cause of increased water billing. All field investigations showed that the water meter was functioning properly.
3. On May 12, 2026, City staff removed the old water meter and replaced it permanently with a new one. The old water meter

was tested by an independent third-party company on May 14, 2026, and passed the accuracy tests conducted.

4. The Appellant did not provide relevant evidence that a third-party professional conducted an investigation or evaluation showing the nonexistence of water leaks on the water facilities on Appellant's property.
5. The Public Works Director correctly denied the Appellant's request to adjust and reduce her water bill.

The Hearing was opened. The Appellant and appellant representative was not present.

Staff noted that once the water-meter was replaced and it was determined that the meter-in-question was not at fault through passing third-party testing, the burden of proof then rests with the property owner. With no investigation on the Appellant's part from third-party water-meter testing, the Board Members stated they must rely on the evidence to make a decision. The City's evidence included the field-tested water flow rate and the original meter passing third-party testing. The hearing was closed.

Action: Resolution No. 001-2026 was approved to deny the Appeal.

Motion: Ladd Second: Bui

Ayes: (3) Bui, Ladd, Nguyen

Noes: (0) None

Absent: (2) Tran, Van

MATTERS FROM BOARD: None.

MATTERS FROM STAFF: None.

ADJOURNMENT: At 6:22 p.m.

Carol Sebbo
Recording Secretary

City of Garden Grove

INTER-DEPARTMENT MEMORANDUM

To: Garden Grove Administrative Board of Appeals From: Samuel Kim, P.E.
Public Works Director

Subject: June 15, 2026 Appeal of Water Bill for 10471 Hazard Avenue Date: August 26, 2026

REQUEST

Appellant Thuy Linh Lam (hereinafter "Ms. Lam" or "Appellant"), requests that the Administrative Board of Appeals (the "Board") approve her appeal of the water billing for one billing period from March 4, 2026 to May 5, 2026 (the "Appeal") filed on June 15, 2026, for the property located at 10471 Hazard Avenue (see Attachment 1). The appeal disputes the high water bill of \$5,047.79, claiming that sustaining the recorded water usage of 826 units over 62 days would result in damage to the meter.

JURISDICTION

Garden Grove Municipal Code section 14.12.070 authorizes the Board to hear appeals of the decision of the Public Works Director denying a request for an adjustment to a water bill as provided below.

- In the event of any dispute as to a charge to a customer, the Public Works Director or designee shall determine if the City is responsible. If, in the determination of said Director, the City is adjudged to be responsible, the Public Works Director may adjust the charge. If, in the determination of the Director, the responsibility is determined to be other than the City, no adjustment shall be granted. After the receipt of the decision of the Public Works Director regarding the responsibility of the disputed charge, the customer shall have the right to file an appeal of such determination within 15 days. The Administrative Board of Appeals shall consider the appeal and the report of the Director regarding the circumstances of this determination. The Board shall decide whether or not to grant an adjustment and the decision of the Board in respect thereto shall be final and conclusive.
- Pursuant to Code of Civil Procedure Section 1094.6, any petition for judicial review shall be filed not later than 90 days after the Board makes its final decision. The provisions of Section 1094.6 shall apply. The secretary of the Board shall notify the appellant that filing a petition for an administrative writ is subject to the 90-day time limitation set forth in Code of Civil Procedure Section 1094.6.

HEARING PROCEDURE

Resolution No. 001-13, which was adopted by the Board on October 16, 2013, pursuant to the authority granted by Garden Grove Municipal Code section 2.54.060, governs the conduct of appeals before the Board. According to the procedures adopted by the Board, appeal hearings shall follow the following format:

- i. Open Hearing
- ii. Presentation by City
- iii. Presentation by Appellant
- iv. Testimony of members of the public opposing administrative decision being appealed from (if any)
- v. Testimony of members of the public supporting administrative decision being appealed from (if any)
- vi. Appellant's rebuttal (limited to addressing points raised by opposition and answering Board's inquiries)
- vii. Close Hearing
- viii. Board discussion and vote.

With respect to the City's presentation, Resolution No. 001-13 states that the City shall have the initial burden to establish that the Appeal is supported by evidence and regulatory authority for the decision. (Resolution 001-13 § i) The City's Appeal and any documentary evidence submitted by the City at the hearing constitutes prima facie evidence of the facts stated in those documents, and support for the Appeal if they (1) describe the conditions, acts or omissions upon which the Appeal was based, (2) set forth the regulatory authority for the Appeal and (3) establish facts supporting the Appeal. (Resolution 001-13 § i)

Upon a showing by the City that the Appeal is supported by evidence and regulatory authority, the burden shifts to the Appellant to establish that (1) the true intent of the municipal code or the rules legally adopted thereunder were incorrectly interpreted by the Public Works Director or designee in issuing the Appeal, (2) that the provisions of the municipal code do not fully apply to the issue addressed by the Appeal, or (3) that "the requirements of the municipal code are adequately satisfied by other means."

The Board then may consider any other relevant evidence on the appeal from any member of the public whose interests are affected by the issue on appeal. Upon conclusion of the presentations by the City, Appellant, and any other interested persons, the Board shall close the hearing on the matter, conduct discussion amongst the members of the Board, and hold a vote regarding the merits of the appeal.

BACKGROUND

The City manages a water system that covers 17.8 square miles and provides safe, clean drinking water to approximately 35,000 water customers. The City recognizes that the leaks in private systems can cause a significant financial burden from

unexpected water usage. City has processes and policies to help with investigating high water bills. The process involves the following:

- Billing system review and reading of account
- Physical inspection and reading of the meter on site, if necessary.
- Provide third party meter testing, upon request.
- Communication of findings to customer.

On May 6, 2026, City staff conducted a preliminary meter reading for the closing billing period of March 4, 2026 to May 5, 2026 and noted a high consumption rate of 826 units during the initial review. On May 7, 2026, a field investigation showed a reading of 4633 and the low-flow indicator (LFI) was not moving. This observation confirmed that the meter accurately measured zero flow while no water was in use. At this time the water bill was generated and sent to Ms. Lam.

On May 19, 2026, City staff performed a meter reread. This was recorded as 4640 and the LFI was moving. The technician made a note that there was a possible leak.

On May 20, 2026, two Water Services technicians made customer contact at the property and attempted to perform an in-ground meter test. At this time, the LFI was still moving, indicating that water was being used and the meter test could not be conducted. A video was taken of this observation. Ms. Lam speculated that someone in the house was using water. She entered the residence and returned with a family member who lived there. Both confirmed no one was using water at that time. One technician showed them that the LFI was still moving slowly and suggested it might be caused by a toilet leak. The family member, who was identified as Ms. Lam's brother, confirmed he understood that the meter captures usage caused by leaks and agreed this could be the reason for the high bill. Ms. Lam stated she did not believe that a small leak could cost the amount she was being charged for the billing period.

Later that day, Ms. Lam disputed her high water bill in person at City Hall. She said that there were people inside the house using water when Water Services staff read the meter, which conflicted with the notes on the workorder. She also presented a plumbing service invoice to staff at the public counter and stated there were no leaks found during an inspection. Staff were unable to make a copy or conduct a thorough review of the document at that time.

On May 27, 2026, City staff removed the old water meter and replaced it permanently with a new one. The old water meter was tested by McCall's Meters Inc. on June 23, 2026 (see Attachment 3). The test results showed the meter passed with a weighted accuracy of 99.096% and performed according to American Water Works Association standards.

On June 15, 2026, the City received a timely notice of appeal and a request for a hearing before the Administrative Board of Appeals. The appeal claims: (1) that the recorded amount of water usage would have damaged the water meter and it would not be possible for that much water flow to be billed accurately, and (2) that the high

water bill resulting should be credited for the billing period of March 4, 2026 to May 5, 2026. Ms. Lam was billed \$5,047.79 for that period, reflecting usage of 826 units (approximately 13.32 units per day), and she has not paid the amount in full.

On August 11, 2026, City staff requested that Ms. Lam provide the plumbing inspection document via email in preparation for this appeal. Ms. Lam subsequently submitted a handwritten work order/invoice form from Le Faster Plumbing that did not contain any date of service or dollar amounts (see Attachment 4). License number 328370 was written in the top margin, which City staff used to research the business. They verified through the California Contractors State License Board (CSLB) database that Le Faster Plumbing does not hold a C-36 Plumbing Contractor license and operates under a handyman business license in the City of Garden Grove.

Upon review of the document, it could not be determined whether the inspection constituted a complete professional service nor whether it occurred before, during, or after the disputed billing period. Furthermore, the inspection notes on the invoice were limited to "ok inside the house, no licking" [*sic*] and did not indicate that irrigation lines, exterior plumbing, or the service line between the meter and the structure were inspected. These are all recognized as potential sources of leaks that can result in high water consumption as documented in this appeal.

It is the City's responsibility to maintain the water meter up to the City-side and it is the water customer's responsibility for investigating and repairing any leaks attributed to the customer-owned side of the water meter. Common factors for customer-side leaks: irrigation leaks, internal plumbing leaks, theft, vandalism, negligence by occupants, all of which the City does not control. Upon City staff's review, Ms. Lam communicated to the City that nothing changed regarding water usage at the property. Leaks from toilets or toilet tank flaps not closing properly, irrigation or pipes within the home can lead to water loss of over 86,400 gallons/115 units to 1,296,000 gallons/1,732 units per billing period, depending on the severity of the leak.

City staff has concluded that this temporary increase in water consumption may have been due to water passing through the meter on the property owner's side of the water system mentioned above, outside of the City's responsibility. There was no water leak at the City's side of the meter and the City confirmed that the meter was working properly. Therefore, the water usage during the specified one billing period is attributed to a private property-related issue and the City should not be required to adjust the billing in question.

CITY STAFF'S EVIDENCE

In support of the City's effort to determine whether the City's meter was the cause of the increased water usage at the Appellant's property, Attachment 2 shows the workorders and corresponding notes indicating that the City made contact with the Appellant and inspected the meter on May 7, 2026 and May 20, 2026 as well as the meter replacement that took place on May 27, 2026 and third-party testing

completed on June 23, 2026. Attachment 3 shows the final test results from McCall's Meter Service Inc., which calculated a weighted accuracy of 99.096%.

Attachment 4 is the document that the Appellant provided as proof that an investigation pertaining to any water leaks or increased consumption during that billing period was performed after the disputed bill was received. Because the City found no leaks or problems with its meter, the Appellant is required to show that a professional plumber, contractor or third party conducted an inspection of the Appellant's water facilities and water usage and found no problems. Upon review of the document, it could not be determined whether the inspection occurred before, during, or after the disputed billing period of March 4, 2026 through May 5, 2026. Furthermore, it could not be determined if the inspection constituted a complete professional service because the notes on the document did not mention irrigation lines, exterior plumbing, or the service line between the meter and the structure, all of which are recognized potential sources of the type of high consumption documented in this appeal. It should not be sufficient for Appellant to argue that she is not responsible for the disputed amount simply because the increase is not typical of the property's historical water usage.

Attachment 5 shows the boundaries of the City's water system responsibility. City staff is not able to inspect or examine the private water lines and facilities on Appellant's private property, where leaks or increased water usage would have caused higher water bills.

RECOMMENDATION

Based on the foregoing, City staff recommends that the Board make the following findings of fact:

1. On May 7, 2026, the City confirmed a preliminary meter reading at 10471 Hazard Avenue taken on May 6, 2026 for the closing billing period of March 4, 2026 through May 5, 2026 and noted a high consumption rate of 826 units (approximately 13.32 units per day). This resulted in a billing statement in the amount of \$5,047.79 for the usage.
2. On May 19, 2026, the City conducted a second meter reading and on May 20, 2026, the City attempted to perform an in-ground meter test with the Appellant and her family member present to determine whether an equipment malfunction was the cause of increased water billing. All field investigations showed that the water meter was functioning properly and video was taken of the meter's LFI moving, indicating there could be a leak within the private water lines maintained by the property owner.
3. On May 20, 2026, Ms. Lam presented a document purported to be a plumber's invoice from Le Faster Plumbing at the City's public counter. Staff were unable to make a copy or conduct a thorough review at that time. On August 11, 2026, City staff requested a copy of the document via email and

Ms. Lam subsequently provided a handwritten invoice. The invoice stated: "Water checking to the mainline, ok inside the house, no licking" *[sic]* (apparent reference to leaking). The invoice contained no date of service and no dollar amounts. City staff verified through the California Contractors State License Board database that the business does not hold a C-36 Plumbing Contractor license. Additionally, the scope of the inspection as described was limited to the inside of the residence and does not address exterior plumbing, irrigation systems, or the service line between the meter and the structure. The Appellant has not otherwise provided relevant evidence that a licensed third-party professional conducted a comprehensive investigation showing the nonexistence of water leaks on all water facilities on Appellant's property.

4. On May 27, 2026, City staff removed the old water meter and replaced it permanently with a new one. The old water meter was tested by an independent third-party company on June 23, 2026, and passed the accuracy tests conducted according to American Water Works Association standards.
5. The Public Works Director correctly denied the Appellant's request to adjust and reduce her water bill.

For these reasons, staff recommends that the Board adopt the attached Resolution (Attachment 6) containing the findings outlined above, and denying the Appellant's June 15, 2026 appeal.



REBECCA LI, PE
Acting Water Manager

Attachments:

- 1) June 15, 2026 Request for Administrative Board of Appeals Hearing form, RE: 10471 Hazard Avenue, Garden Grove, CA 92840
- 2) Related Workorders: Nos. 632582 and 634408
- 3) Water Meter Accuracy Test Results from June 23, 2026
- 4) Le Faster Plumbing Work Order/Invoice
- 5) Water Service Line Maintenance Diagram
- 6) Resolution #002-2026

ATTACHMENT 1



CITY OF GARDEN GROVE
REQUEST FOR ADMINISTRATIVE BOARD OF APPEALS HEARING

☒ Water Billing Appeal

☐ Notice and Order

TO: City Clerk's Office, City of Garden Grove
11222 Acacia Parkway, Garden Grove, CA 92840
(714) 741-5040

RECEIVED
11:40 AM.

JUN 15 2026

City Clerk's Office

FILING FEE: \$225.00

Pursuant to Municipal Code Section 2.54.110, this appeal form must be filed with the City Clerk's Office within 15 days from the date of determination for water billing disputes, or 15 days from the date of service of the notice and order being appealed.

Appellant(s):

Thuy Linh Lam, John Rainwaters

Address(es) or legal description:

10471 Hazard Ave, Garden Grove CA 92843

Describe legal interest of each appellant (indicate if building, land, or both):

Property owners

State the specific order or action protested:

water bill for \$5,047.79 for over 616 thousand gallons of water.

State the relief sought and reasons why the protested order or action would be reversed, modified, or otherwise set aside. Present material facts to support your contentions (use additional paper if necessary):

I hereby certify under penalty of perjury that the statements contained in this appeal to be the truth to the best of my knowledge.

Appellant(s): _____

Address, City, ZIP: 3323 E Meadowridge Rd, Orange CA 92867

Phone No.: 714-360-9574

Signature of at least one Appellant: _____

Date: _____

06/09/26
[Signature]

Reason for relief:

According to the provided bill, a total of 616,196 gallons of water was used over a 62 day period giving an average of 9,938 gallons dispensed per day. The water on the bill would have filled right at 41 backyard pools over the 2-month time frame.

The average billing for water use over the past year has been very close to the Tier 1 allowable or a water bill of about \$100 to \$130 per month.

If this were a break in the main water supply, between the meter and the house, the front yard would be flooded and water would have flowed into the gutter in front of the house.

We have family members living in the property, they did not notice or report any days of water running continuously during the billing period.

The 5/8 X 3/4 inch meter, at standard pressure and velocity will deliver between 5 to 15 Gallons Per Minute (GPM) or a safe continuous flow of 10 GPM equal to 14,400 gallons per day.

Further, the flow (if spread over the entire 62 days) would have required constant supply at near 70 percent of the maximum capability of the meter. That amount of water flow would have resulted in damage to the workings of the meter. It is our contention that the water meter would not allow the flow of water being billed.

CITY OF GARDEN GROVE
11222 Acacia Pkwy, Garden Grove, CA 92840
(714) 741-5000

Receipt #707704
Cashier: paulv

06/15/26 12:02:55PM

APPEAL FEES | 10471 HAZARD AV.....\$225.00

Total \$225.00

Credit Card \$225.00
Ref: oigtp0, Last4: 6010
Auth: 06UNW2G6527FQG XJV22
EMV: VISA CREDIT
TVR: 0000000000
AID: A0000000031010
Fee: \$4.95

Change \$0.00

ATTACHMENT 2



GARDEN GROVE PUBLIC WORKS DEPARTMENT SERVICE REQUEST #632582

Service Request: 632582

Department:

Status: CLOSED

Priority: NORMAL

Created at: May 06, 2026 10:31AM

Requester: Paul Victoria

Home Phone:

Work Phone:

Other Phone:

Created by: paulv

Request:Prelim | Hi | 5/8"x3/4" | Meter Serial:67774903 | Loc:23 | Last Read:3806 | 826 units

Location:10471 HAZARD AVE,

Public Property: YES

Square Feet:

Eng. Permit:

Police Num.:

Fire Num.:

Task #1

Status: CLOSED on May 07, 2026 10:47AM by Steven Moya Jr

Description: Prelim | Hi | 5/8"x3/4" | Meter Serial:67774903 | Loc:23 | Last Read:3806 | 826 units

Comments: not moving r-4633

Category: W36 HIGH WATER BILLS

Division: PW - WATER OPERATIONS

Completed by: Steven Moya Jr

Assigned to: Steven Moya Jr

Requester contacted:

ECD:

Task #2

Status: CLOSED on May 21, 2026 01:16PM by Steven Moya Jr

Description: high water bill

Comments: made customer contact for high water bill 826 units met with Linh lfi moving r-4640 she said maybe somebodys using water checked no was using the person who lives there came out and said no one using water we all seen lfi moving very slowly poss toilet leak she dont believe that small of a leak could cost the amount she was being charged 2 pics of lfi moving. Took pic on 5-21-26 lfi rocking back and forth not as bad as the day before but still moving have video r-4641

Category: W32 Customer Service

Division: PW - WATER OPERATIONS

Completed by: Steven Moya Jr

Assigned to: Steven Moya Jr

Requester contacted:

ECD:



GARDEN GROVE PUBLIC WORKS DEPARTMENT SERVICE REQUEST #634408

Service Request: 634408
Department: Public Works
Status: CLOSED
Priority: NORMAL
Created at: May 27, 2026 11:38AM

Requester: Steven Moya Jr
Home Phone:
Work Phone:
Other Phone:
Created by: stevem

Request:changed meter to ami

Location:10471 HAZARD AVE,

Public Property: YES
Square Feet:

Eng. Permit:
Police Num.:
Fire Num.:

New Meter: #100925353 (Read: 0)
Old Meter: #67774903 (Read: 4644)
Service line material (City): Copper
Service line material (Customer): Copper
Construction:

Chlorine Res Free:
Chlorine Res Total:

Task #1

Status: CLOSED on May 27, 2026 11:39AM by Steven Moya Jr

Description: changed meter to ami to get old meter tested

Category: W20 Small Meter Replacement
Division: PW - WATER OPERATIONS
Completed by: Steven Moya Jr

Assigned to: Tina Huong Ngo
Requester contacted:
ECD:

Task #2

Status: CLOSED on July 31, 2026 03:38PM by Robin Perlas

Description: Third party meter testing

Comments: Tested by McCall's on 6/23

Category: W99 Water Meter Test
Division: PW - WATER OPERATIONS
Completed by: CONTRACTOR

Assigned to: Jonathan Ruiz
Requester contacted:
ECD:

Meter ID: B100925353
Meter Firmware: R0.1.32
Reading: 000000 ft³
Alarms: No Alarms

[Reset All Alarms](#)

Register Settings

Name: Electronic Register +
Type: Smart Meter Gen 2
Units: Cubic feet
AMR Resolution: Ones
History Resolution: 1s of Cubic feet

Alarm Settings

Reverse flow: Disabled
High flow: Disabled
Continuous flow: Disabled



VOLUMETRIC METER TEST REPORT

Company: 1011 1011 1011 1011

1011 1011 1011 1011 P.O. No. 1011

1011 1011 1011 1011 Test Date: 10/10/2011

1011 1011 1011 1011 Technician: 1011 1011

Flow Meter Open (AMR):

Line	Unit	1011	1011	1011	1011
1011	1011	1011	1011	1011	1011

1011 1011 1011 1011

1011	1011	1011	1011	1011	1011	1011	1011	1011	1011
1011	1011	1011	1011	1011	1011	1011	1011	1011	1011

1011 1011 1011 1011

ATTACHMENT 3

McCall's Meters Inc.

VOLUMETRIC METER TEST REPORT

Company: CITY OF GARDEN GROVE

1498 Mesa View Street
Hemet, CA 92543

P.O. No. JOHN

Test Date 6/23/2026

Technician VINCE DUGUID

Flow Rates Gpm: AWWA

Low 1/4
Mid 2
High 15

WEIGHTED ACCURACY

0.25	2.00	15.00	Wtd. Acc. 15-70-15
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Weighted Accuracy

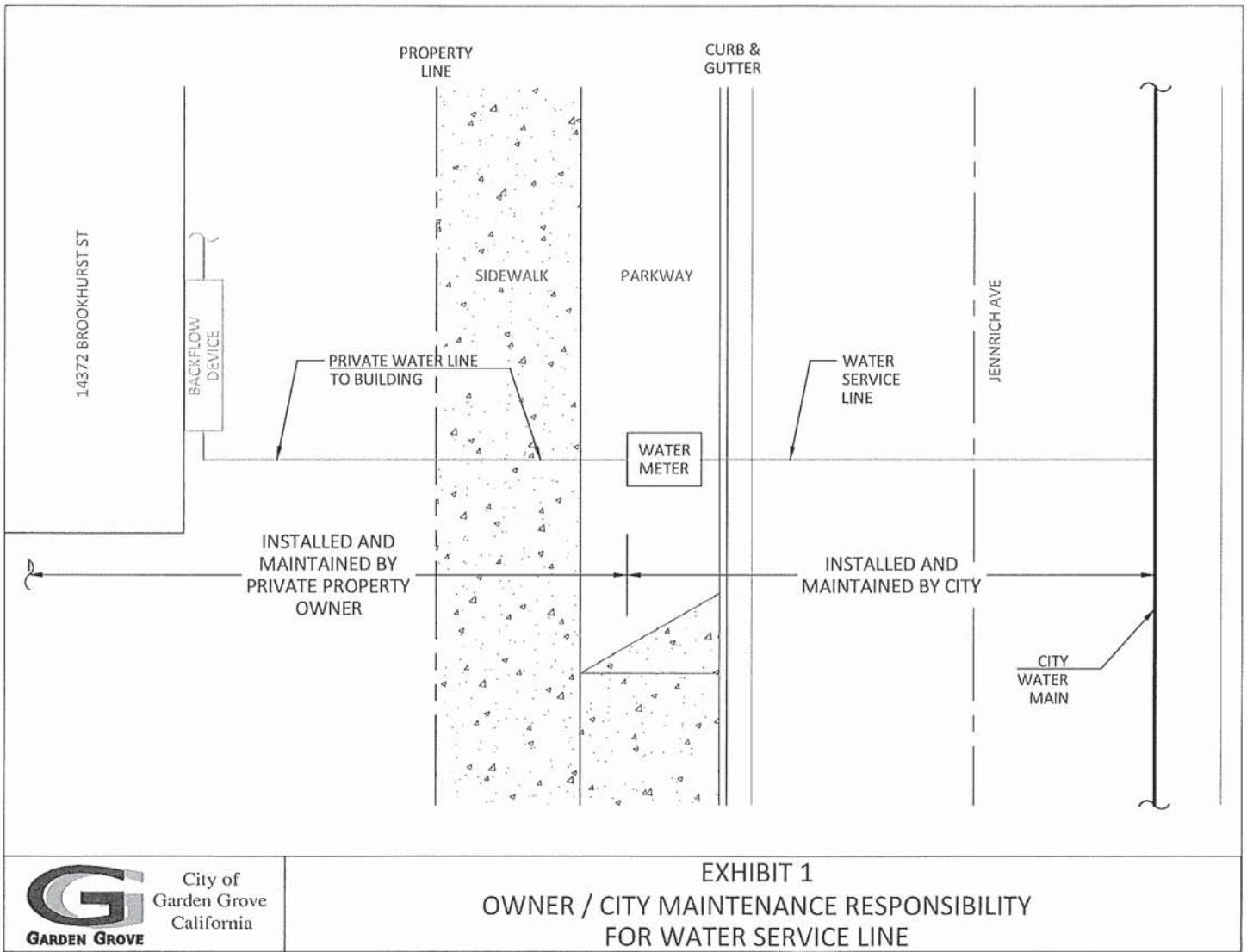
99.096%

Serial Number	Meter Size	Meter Make	Meter Units	Meter Multiplier	Low Flow Start	Low Flow Stop	Volume Collected	ACCURACY
67774903	5/8"	SENSUS	CF	1	464455.399	464456.343	1	94.40%
NOTES: 5/8" SRII / ADD: 10471 HAZARD					Mid Flow Start	Mid Flow Stop	Volume Collected	ACCURACY
					464456.343	464457.343	1	100.00%
					High Flow Start	High Flow Stop	Volume Collected	ACCURACY
					464457.343	464467.3	10	99.57%

TESTED BY: VINCE DUGUID

ATTACHMENT 4

ATTACHMENT 5



City of
Garden Grove
California

EXHIBIT 1
OWNER / CITY MAINTENANCE RESPONSIBILITY
FOR WATER SERVICE LINE

ATTACHMENT 6

RESOLUTION NO. 002-2026

A RESOLUTION OF THE ADMINISTRATIVE BOARD OF APPEALS OF THE CITY OF GARDEN GROVE, CALIFORNIA, DENYING THE APPEAL OF THUY LINH LAM OF THE GARDEN GROVE PUBLIC WORKS DIRECTOR'S DENIAL OF THE REQUEST TO ADJUST A WATER BILL FOR THE PERIOD OF MARCH 4, 2026 THROUGH MAY 5, 2026.

WHEREAS, Thuy Linh Lam ("Appellant") requested an adjustment to her water bill for the closing billing period of March 4, 2026 through May 5, 2026 for her property at 10471 Hazard Avenue in the City of Garden Grove; and

WHEREAS, the Public Works Director denied Appellant's request and Appellant appealed the Director's decision on June 15, 2026; and

WHEREAS, on August 26, 2026, a hearing before the Administrative Board of Appeals of the City of Garden Grove was held at which the Administrative Board of Appeals considered testimony and evidence related to the Appellant's appeal of the Director's decision; and

WHEREAS, Appellant and all other persons with an interest in the subject matter of the appeal were afforded an opportunity to be heard and present evidence to the Administrative Board of Appeals of the City of Garden Grove at its August 26, 2026, hearing.

NOW, THEREFORE, THE ADMINISTRATIVE BOARD OF APPEALS OF THE CITY OF GARDEN GROVE, CALIFORNIA, DOES RESOLVE, DECLARE, DETERMINE, AND ORDER AS FOLLOWS:

SECTION 1. The Administrative Board of Appeals of the City of Garden Grove hereby makes the following findings of fact:

1. On May 7, 2026, the City confirmed a preliminary meter reading at 10471 Hazard Avenue taken on May 6, 2026 for the closing billing period of March 4, 2026 through May 5, 2026 and noted a high consumption rate of 826 units (approximately 13.32 units per day). This resulted in a billing statement in the amount of \$5,047.79 for the usage.
2. On May 19, 2026, the City conducted a second meter reading and on May 20, 2026, the City attempted to perform an in-ground meter test with the Appellant and her family member present to determine whether an equipment malfunction was the cause of increased water billing. All field investigations showed that the water meter was functioning properly and video was taken of the meter's LFI moving, indicating there could be a leak within the private water lines maintained by the property owner.
3. On May 20, 2026, Ms. Lam presented a document purported to be a plumber's invoice from Le Faster Plumbing at the City's public counter. Staff were unable to make a copy or conduct a thorough review at that time. On August 11, 2026, City staff requested a copy of the document via email and Ms. Lam subsequently provided a handwritten invoice. The invoice stated: "Water checking to the mainline, ok inside the house, no licking" [*sic*] (apparent reference to leaking). The invoice contained no date of service and no dollar amounts. City staff verified through the California Contractors State

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License Board database that the business does not hold a C-36 Plumbing Contractor license. Additionally, the scope of the inspection as described was limited to the inside of the residence and does not address exterior plumbing, irrigation systems, or the service line between the meter and the structure. The Appellant has not otherwise provided relevant evidence that a licensed third-party professional conducted a comprehensive investigation showing the nonexistence of water leaks on all water facilities on Appellant's property.

4. On May 27, 2026, City staff removed the old water meter and replaced it permanently with a new one. The old water meter was tested by an independent third-party company on June 23, 2026, and passed the accuracy tests conducted according to American Water Works Association standards.
5. The Public Works Director correctly denied the Appellant's request to adjust and reduce her water bill.

SECTION 2. Based on the findings of fact referenced herein and after consideration of all relevant testimony and evidence submitted at the August 26, 2026, hearing of the Administrative Board of Appeals of the City of Garden Grove, the decision of the Public Works Director denying Appellant's request for billing adjustments is hereby affirmed, and the appeal filed by Thuy Linh Lam on June 15, 2026, is hereby denied.

SECTION 3. The Building Official is directed to provide notice of the decision of the Administrative Board of Appeals and of this Resolution to Appellant, Thuy Linh Lam, within seven (7) days of the date this Resolution is adopted.

SECTION 4. This Resolution shall become final effective immediately.

Adopted this 26th day of August, 2026.

ATTEST:

CHAIR

SECRETARY

STATE OF CALIFORNIA)
COUNTY OF ORANGE) SS:
CITY OF GARDEN GROVE)

I, Carol Sebbo, Secretary of the City of Garden Grove Administrative Board of Appeals, do hereby certify that the foregoing Resolution was duly adopted by the Administrative Board of Appeals of the City of Garden Grove, California, at a Special Meeting held on the 26th day of August, 2026, by the following vote:

AYES: BOARD MEMBERS:
NOES: BOARD MEMBERS:
ABSTAIN BOARD MEMBERS:
ABSENT: BOARD MEMBERS:

SECRETARY

PLEASE NOTE: Any request for court review of this decision must be filed within 90 days of the date this decision was final (See Code of Civil Procedure Section 1094.6).