

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

Special Meeting Minutes
Wednesday, June 18, 2025

CALL TO ORDER: 6:00 p.m.

ROLL CALL:

Member Bui
Member Ladd
Member Nguyen
Member Tran
Member Van

Absent: Ladd and Tran

STAFF PRESENT: Omar Sandoval, 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 Van nominated self for Chair with a second from Member Nguyen.

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

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

SELECTION OF VICE CHAIR:

Action: Member Van nominated Member Nguyen for Vice Chair, with a second from Member Bui.

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

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

Member Van assumed the duties of Chair.

ORAL COMMUNICATIONS – PUBLIC – None.

RECEIVE AND FILE MINUTES – August 14, 2024

Action: Received and filed.

Motion: Van Second: Nguyen

Ayes: (3) Bui, Van, Nguyen

Noes: (0) None

Absent: (2) Ladd, Tran

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

OVERVIEW OF THE BROWN ACT: City Attorney Sandoval 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 11012 CYNTHIA CIRCLE

Appellant: SHEALYN VO

Date: June 18, 2025

Request: Appellant requested that the Administrative Board of Appeals approve their water billing appeal, filed on November 14, 2024, for property located at 11012 Cynthia Circle.

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

1. The City was formally informed of a high water bill from Shealyn Vo on November 14, 2024, regarding a higher than normal water use after receiving a bill for the period of May 14, 2024 to July 15, 2024, in the amount of \$2445.55 for the use of 461 units (approximately 7.44 units per day).
2. On March 15, 2024, March 21, 2024, July 15, 2024, July 19, 2024, July 30, 2024, and March 31, 2024, the City investigated the water meter to determine whether it was the cause of increased water billing.
3. All tests on the water meter passed on the field, and on April 1, 2025, the water meter was replaced with a new water meter, and the old meter passed accuracy tests conducted by an independent third-party company.

4. The Appellant did not provide relevant evidence that its employees or a third-party professional conducted an investigation or evaluation showing the nonexistence of water leaks on the water facilities on Appellant's property. Instead, evidence was provided by its occupant, indicating the occurrence of a leak resulting from increase in their water consumption.
5. The Public Works Director correctly denied the Appellant's request to adjust and reduce her water bill.

The Hearing was opened. The Appellant provided videos showing the meter numbers moving while water was not being used.

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. 002-2025 was approved to deny the Appeal.

Motion: Nguyen Second: Bui

Ayes: (3) Bui, Van, Nguyen

Noes: (0) None

Absent: (2) Ladd, Tran

HEARING C.2. – WATER BILLING APPEAL FOR 12422 LEE LANE

Appellant: TIEN CHU

Date: June 18, 2025

Request: Appellant, Tien Chu (hereinafter "Mr. Chu" or "Appellant"), requests that the Administrative Board of Appeals (the "Board") approve their appeal of the water billing for one billing period from July 15, 2024 to September 19, 2024 (the "Appeal") filed on November 21, 2024, for property located on 12422 Lee Lane. The appeal seeks a reduction of the amount of this billing period.

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

1. The City was formally informed of a high water bill from Tien Chu on October 24, 2024 regarding a higher than normal water use

after receiving a bill for the period of July 15, 2024 to September 19, 2024, in the amount of \$12,526.70 for the use of 2,435 units (approximately 36.89 units per day).

2. On May 10, 2024, May 14, 2024, September 11, 2024, September 18, 2024, October 29, 2024, and November 7, 2024, the City investigated the water meter as the cause of increased water billing and found no leaks on the City's system and the meter passed field tests.
3. On January 23, 2025, existing water meter was replaced with a new water meter and old meter was passed accuracy tests conducted by an independent third-party company.
4. Appellant's daughter-in-law provided information indicating that a leak existed for a period of one to two months and that a plumber mentioned that they found a minor leak at the property, which they believed would not account for such a significant water loss. Later, Appellant's daughter-in-law provided information that a second leak had been stopped on the sprinkler system. Appellant's appeal indicates that the first leaked repaired was underground.
5. The Public Works Director appropriately denied the Appellant's request to adjust and reduce the water bills.

The Hearing was opened. The Appellant and Appellant's daughter-in-law provided testimony about two leaks on the property, which were repaired.

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. 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. 001-2025 was approved to deny the Appeal.

Motion: Van Second: Nguyen

Ayes: (3) Bui, Van, Nguyen

Noes: (0) None

Absent: (2) Ladd, Tran

MATTERS FROM BOARD: None.

MATTERS FROM STAFF: None.

ADJOURNMENT: At 7:01 p.m.

Carol Sebbo
Recording Secretary