

June 7, 1915.

Railroad Commission,  
833 Market St.,  
San Francisco, Cal.

I. C. 6111.

Gentlemen:-

Your letter of June 4th regarding the informal complaint of Charles A. Willis has been received. In addition to the notice given consumers by postcard statement, copy of which I enclosed in my letter of May 31st, it is customary to send out after the 10th of each month a delinquent notice, copy of which is enclosed. In my letter of May 31st I failed to mention this delinquent notice and the fact that such a notice had been sent either to Mr. Willis or to Mrs. deGalindo the former owner of the property.

Very truly yours,

Assistant Manager.

FMP-BK

Enclos.

MAX THELEN, COMMISSIONER, PRESIDENT  
H. D. LOVELAND, COMMISSIONER  
ALEX. JORDON, COMMISSIONER  
EDWIN O. EDGERTON, COMMISSIONER  
FRANK R. DEVLIN, COMMISSIONER

ADDRESS ALL COMMUNICATIONS TO  
RAILROAD COMMISSION OF THE STATE OF CALIFORNIA

Railroad Commission  
of the  
State of California

TENTH FLOOR, COMMERCIAL BUILDING  
833 MARKET STREET  
SAN FRANCISCO

I. C. 6111.



June,  
Fourth,  
1915.

CHARLES R. DETRICK, SECRETARY  
W. P. GEARY, ACTING RATE EXPERT  
RICHARD SACHSE, CHIEF ENGINEER  
L. R. REYNOLDS, AUDITOR  
P. A. SINSHEIMER, BOND EXPERT  
DOUGLAS BROOKMAN, ATTORNEY

TELEPHONE—BUTTER 2260

Cuyamaca Water Co.,  
916 Eighth St.,  
San Diego, Calif.

Gentlemen:

We have your letter of May 31st with attached copy of letter from Chas. A. Willis. We presume from these two communications that the complainant has settled the water bill and that this individual complaint is, therefore, adjusted.

We note on the enclosed statement post card that the warning that water may be shut off on the 21st is couched in very ambiguous terms, and suggest that on printing more cards for this purpose the statement be made as definitely as it is in Rule 5. The rules approved for the use of the Cuyamaca Water Co. do not contain a further provision in addition to those covered by Rules 5 and 6 that five days notice of the intention of the company be given before actually shutting off water; that is, in the case of your domestic consumers, notice, to be in conformity with rules approved for other companies, would be sent out on the 15th and if payment was then not made before the 20th, you would have authority to shut off and collect the penalty charge before turning on.

May we suggest that you make this change in your practices and we may intimate that such a change will probably be required through the decision of the Commission in the various applications and cases involving the Cuyamaca Water Company.

Respectfully,

RAILROAD COMMISSION OF THE  
STATE OF CALIFORNIA,

By *Charles R. Detrick*  
Secretary.

RWH.MR.



May 31st., 1915.

I. C. 6111.

Railroad Commission Of The  
State Of California,  
833 Market Street,  
San Francisco, Calif.

Gentlemen:

We are in receipt of your letter, dated May 28th., 1915, regarding informal complaint of Charles A. Willis, and asking full details of the complaint.

On or about May 10th. of this month a list of delinquent water consumers was prepared, which showed that the total of all delinquent bills amounted to \$3000.11. As the company was urgently in need of the money a systematic endeavor was made to collect all delinquent bills. Following our Rules And Regulations water was turned off from all consumers whose bills were unpaid on May 21st. As Mr. Willis had at that time an unpaid bill his water was turned off with the others.

The statement of Mr. Willis that no notification of intention to turn off water was given him is apparently inspired by a mistake on his part, as such notice is printed on the bills sent out each month and is also contained in the "Rules And Regulations" of the company. Marked copy of each is enclosed herewith.

The statement of Mr. Willis that no copy of the rules had ever been sent him may be correct, but a copy was sent to either Willis or to the former owner of the property, Mrs. Carrie C. de Galindo

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This company has no desire to be severe or to cause any consumer unnecessary annoyance. Experience has shown, however, that the only way to make collections is by a strict enforcement of the rules.

A copy of Mr. Willis' letter to this company is enclosed, as it is apparent that his complaint was inspired by irritation and that by this time he has cooled down, or at least has had time to do so.

Very Truly Yours,

Assistant Manager.

FMP/BK.



MAX THELEN, COMMISSIONER, PRESIDENT  
H. D. 'ELAND, COMMISSIONER  
ALEX GORDON, COMMISSIONER  
EDWIN O. EDGERTON, COMMISSIONER  
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ADDRESS ALL COMMUNICATIONS TO  
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# Railroad Commission of the State of California

TENTH FLOOR, COMMERCIAL BUILDING  
833 MARKET STREET  
SAN FRANCISCO

CHARLES R. DETRICK, SECRETARY  
H. H. SANBORN, RATE EXPERT  
RICHARD SACHSE, CHIEF ENGINEER  
L. R. REYNOLDS, AUDITOR  
P. A. SINGHEIMER, BOND EXPERT  
DOUGLAS BROOKMAN, ATTORNEY

TELEPHONE—BUTTER 2260

May,  
Twenty-eighth,  
1915.

I. C. 6111.

Cuyamaca Water Co.,  
916 Eighth St.,  
San Diego, Calif.

Gentlemen:

We are in receipt of a communication dated May 22,  
1915 from Chas. A. Willis, Box 25, La Mesa, California  
who states the following:

"Yesterday the Cuyamaca Water Co. shut off the  
water from my premises. No copy of the Company's  
rules has ever been sent me (until today when I re-  
ceived a copy of the Company's rules 5 and 6) and  
no notification of their intentions given me."

Will you kindly furnish us with the full details of  
this particular complaint. It hardly seems equitable that  
a consumer having no knowledge of your rules, and in par-  
ticular rule 5 and 6, should suffer through ignorance.

Respectfully,

RAILROAD COMMISSION OF THE  
STATE OF CALIFORNIA,

By *Charles R. Detrick*  
Secretary.

*Carrie de Galindo*  
*of Chas A. Willis*  
JA. MR.

*Sets 9-10-11-12, 15+16*  
*Devitt Tract*

CHARLES A. WILLIS  
ATTORNEY AND COUNSELLOR AT LAW

Dictated Box 25-

La Mesa California  
May 22, 1915.

*Cuyamaca Water Co.*  
*San Diego California*

Sirs

Yesterday the water was turned off at my property  
El Capin Boulevard and Williams Ave. without notice to me!  
(I have heretofore notified you that I am the owner of  
this property and Carrie C de Galindo is not the owner  
Please take notice).

For nearly three years the payment for use of water  
on this property (when bills were correct), has been promp-  
tly paid.

You never sent a copy of your rules to Mrs  
Galindo or to me.

Not until I received a form notice from  
you this A.M. was I aware of such rules as 5 & 6

Of course the bill due first of this month was overlook-  
ed and as several bills from public corporations come  
in at same time such overlook might easily occur.

You "public be damned" policy will, in the not  
distant future, run against a snag. The "rape cure"  
(said to have been effective with Mr. Murray, in Montana)  
might be tried here. Better try to make some friends, you  
may need them. Having trick on making enemies try the other  
trick.

I am today writing Mayor Cuyamaca and Manager Lockwood  
of the filthy water you shut the users of Cuyamaca Water last  
season. Also I am taking up the matter of Rules 5 and 6 with  
the Railroad Commission and Charles Willis



**Ed Fletcher Papers**

**1870-1955**

**MSS.81**

**Box: 55 Folder: 35**

**Business Records - Water Companies - Cuyamaca  
Water Company - Cuyamaca Customers - Customer  
correspondence - Willis, Charles A., I.C.#6111**



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