



Veronica Nowlin <veronicalh@gmail.com>

High electricity bills for 407 N Broadway #3 Redondo Beach

1 message

Veronica Nowlin <veronicalh@gmail.com>

Thu, Aug 19, 2021 at 5:22 PM

To: ben@sparkedricco.com, Chris Nowlin <chris.m.nowlin@gmail.com>

Hi Ben,

My husband, Chris Nowlin, said we could reach out to you regarding our high electric bills and that you would be willing to write an email to our property management company explaining why we shouldn't be responsible for the full cost of these bills.

First some background info: we have lived at this apartment for over 10 years and have never had any issues with high electric bills until this year. Before 2021, we typically never had a bill over \$75/month with the average being \$30-50/month. We first noticed our bills going up in February 2021 and then had an extraordinarily high bill in March 2021 of \$452.93 and then again in July 2021 of \$201.68. We believe these high bills were due to water leaks that were causing our water heater usage to spike and run up our bills. Since Coastline Realty took over this property last year, they have been neglectful and do not have a maintenance person come by on a regular basis to check on the property (the old management company did). We believe if the management company would've discovered these water leaks sooner, we wouldn't have had such high bills.

Below is a timeline of events. I have also attached evidence that includes our electric usage for the months in question, past bills, and email correspondence with Coastline.

Timeline:

Late February/Early March - our electric usage started to dramatically increase, peaking at almost 95 kwh/day. Of note, we were out of town March 11th-16th.

March 19th - our water was shut off without warning. I sent an email to Coastline notifying them, and they said they would send someone to investigate. I found out later in the day that they sent someone to the property to fix a leak that was tied to our apartment. We were unaware of the leak because it was coming from a pipe in the garage that was not visible to us.

March 19th/20th - the usage on our electric bills decreased dramatically.

April and May our bills went back to normal.

June 8th - July 2nd - our usage started to increase again.

July 2nd - I called Southern California Edison, and they asked if we had checked our water heater. We were able to turn it off through the circuit breaker for the weekend and our usage dropped dramatically. I submitted an email to property management asking them to come and check our water heater.

July 3rd - July 14th - our usage fluctuated because we were keeping our water heater mostly off, but turning it on when we needed to shower. During this time, we had no contact from property management and didn't know if they were going to acknowledge our maintenance request.

July 13th - Coastline calls to let us know they are sending out a plumber to replace the water heater. The plumber doesn't have all the supplies so can't replace it that day.

July 14th - The plumber comes back to replace the water heater and found another leak while they were installing the new water heater. Since that leak has been fixed, our bills have returned back to normal again.

Of note, we had been in contact with Southern California Edison since the beginning of April to investigate all possible causes of our electricity bill increase. They were able to rule out that our meter was not broken or tampered with and that our bills were the result of our "actual usage". Also, we don't pay for the water bills so we were not aware if those bills were increased as well.

Sorry for the long email, but I wanted to include all the evidence. Please let us know what you think and if you need any more information. It would be great if you could write an email to Coastline explaining why we shouldn't be responsible for the full cost of these high bills because of their negligence in taking care of the property and doing so in a timely manner.

Thanks,
Veronica & Chris Nowlin

3 attachments

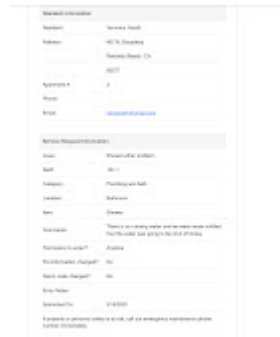


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