



**FILED**  
05/27/26  
04:59 PM  
C2605026

**BEFORE THE PUBLIC UTILITIES COMMISSION  
OF THE STATE OF CALIFORNIA**

Complainant,	<b>(ECP)</b>
vs.	Case (C.) _____
Defendant.	

**Expedited Complaint  
(Rule 4.6)**

COMPLAINANT	DEFENDANT

BEFORE THE PUBLIC UTILITIES COMMISSION OF THE STATE OF CALIFORNIA

**(A)**

COMPLAINANT(S)  
vs.

**(B)**

DEFENDANT(S)  
(Include Utility "U-Number," if known)

(for Commission use only)

**(C)**

Have you tried to resolve this matter informally with the Commission's Consumer Affairs staff?  
 YES       NO

Has staff responded to your complaint?  
 YES       NO

Did you appeal to the Consumer Affairs Manager?  
 YES       NO

Do you have money on deposit with the Commission?  
 YES       NO  
 Amount \$ \_\_\_\_\_

Is your service now disconnected?  
 YES       NO

COMPLAINT

**(D)**  
 The complaint of (Provide name, address and phone number for each complainant)

Name of Complainant(s)	Address	Daytime Phone Number

respectfully shows that:

**(E)**  
 Defendant(s) (Provide name, address and phone number for each defendant)

Name of Defendant(s)	Address	Daytime Phone Number

**(F)**

Explain fully and clearly the details of your complaint. (Attach additional pages if necessary and any supporting documentation)

**(G) Scoping Memo Information (Rule 4.2[a])**

(1) The proposed category for the Complaint is (check one):

- adjudicatory (most complaints are adjudicatory unless they challenge the reasonableness of rates)
- ratesetting (check this box if your complaint challenges the reasonableness of rates pursuant to Rule 4.1(b))

(2) Are hearings needed (are there facts in dispute)?  YES  NO

(3)  Regular Complaint  Expedited Complaint (Rule 4.6)

(4) The issues to be considered are

(Example: The utility should refund the overbilled amount of \$78.00):

(5) The proposed schedule for resolving the complaint within 12 months (if categorized as adjudicatory) or 18 months (if categorized as ratesetting) is as follows:

Prehearing Conference: Approximately 30 to 40 days from the date of filing of the Complaint.

Hearing: Approximately 50 to 70 days from the date of filing of the Complaint.

Prehearing Conference (Example: 6/1/09): \_\_\_\_\_

Hearing (Example: 7/1/09): \_\_\_\_\_

Explain here if you propose a schedule different from the above guidelines.

Complainant also wishes to note openness to the CPUC's Alternative Dispute Resolution (ADR) program as a means of achieving earlier resolution.

**(H)**

Wherefore, complainant(s) request(s) an order: State clearly the exact relief desired. (Attach additional pages if necessary)

- 1. Order GSWC to apply a bill credit to the excess charges attributable to the July 2025 pressure event, up to \$2,843.12 (\$3,083.12 less \$240—three months of a reasonable \$80 water bill)
- 2. Order GSWC to produce written documentation of all service visits to Daisy Hill Mobile Home Park in July 2025, including pressure readings recorded before and after each adjustment;

**(I)**

**OPTIONAL:** I/we would like to receive the answer and other filings of the defendant(s) and information and notices from the Commission by electronic mail (e-mail). My/our e-mail address(es) is/are:

bruce949@gmail.com

**(J)**

Dated San Clemente, California, this 15th day of April, 2026  
(City) (date) (month) (year)

  
\_\_\_\_\_  
Signature of each complainant

**(MUST ALSO SIGN VERIFICATION AND PRIVACY NOTICE)**

**(K)**

REPRESENTATIVE'S INFORMATION:

Provide name, address, telephone number, e-mail address (if consents to notifications by e-mail), and signature of representative, if any.

Name of Representative: Bruce Scott

Address: 2729 Via Casa Loma, San Clemente, CA 92672

Telephone Number: (949) 933-9341

E-mail: bruce949@gmail.com

Signature: 

VERIFICATION  
(For Individual or Partnerships)

I am (one of) the complainant(s) in the above-entitled matter; the statements in the foregoing document are true of my knowledge, except as to matters which are therein stated on information and belief, and as to those matters, I believe them to be true.

I declare under penalty of perjury that the foregoing is true and correct.

**(L)**  
Executed on 4/15/26, at San Clemente, California  
(date) (City)

*Diane Draeger*  
(Complainant Signature)

VERIFICATION  
(For a Corporation)

I am an officer of the complaining corporation herein, and am authorized to make this verification on its behalf. The statements in the foregoing document are true of my own knowledge, except as to the matters which are therein stated on information and belief, and as to those matters, I believe them to be true.

I declare under penalty of perjury that the foregoing is true and correct.

**(M)**  
Executed on \_\_\_\_\_, at \_\_\_\_\_, California  
(date) (City)

\_\_\_\_\_  
Signature of Officer

\_\_\_\_\_  
Title

**(N) NUMBER OF COPIES NEEDED FOR FILING:**

If you are filing your formal complaint on paper, then submit one (1) original, six (6) copies, plus one (1) copy for each named defendant. For example, if your formal complaint has one (1) defendant, then you must submit a total of eight (8) copies.

If you are filing your formal complaint electronically (visit <http://www.cpuc.ca.gov/PUC/efiling> for additional details), then you are not required to mail paper copies.

**(O)** Mail paper copies to: California Public Utilities Commission  
Attn: Docket Office  
505 Van Ness Avenue, Room 2001  
San Francisco, CA 94102

## PRIVACY NOTICE

This message is to inform you that the Docket Office of the California Public Utilities Commission (“CPUC”) intends to file the above-referenced Formal Complaint electronically instead of in paper form as it was submitted.

**Please Note:** Whether or not your Formal Complaint is filed in paper form or electronically, Formal Complaints filed with the CPUC become a **public record** and may be posted on the CPUC’s website. Therefore, any information you provide in the Formal Complaint, including, but not limited to, your name, address, city, state, zip code, telephone number, E-mail address and the facts of your case may be available online for later public viewing.

Having been so advised, the Undersigned hereby consents to the filing of the referenced complaint.

  
\_\_\_\_\_  
Signature

4/15/26  
\_\_\_\_\_  
Date

Diane Draeger  
\_\_\_\_\_  
Print your name

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**Ref: Daisy Hill MHP, Los Osos – July 2, 2025 shutdown/restore — Request for pressure logs, work records & claims review**

14 messages

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**Cisneros, Lorena** <Lorena.Cisneros@gswater.com>  
To: Bruce Scott <bruce949@gmail.com>

Wed, Nov 19, 2025 at 3:11 PM

**Hello Bruce**

**Do you happen to have a phone number where I can reach you?**

**I would like to discuss some points from your email.**

**Best Regards**

**Lorena Cisneros**

**Customer Service Specialist.**

---

**From:** Bruce Scott <bruce949@gmail.com>

**Sent:** Friday, November 14, 2025 2:17 PM

**To:** .Aswater - Customerservice <CustomService\_ASWater@gswater.com>

**Subject:** Daisy Hill MHP, Los Osos – July 2, 2025 shutdown/restore — Request for pressure logs, work records & claims review

**EXTERNAL EMAIL**

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**This Message Is From A New Or Infrequent Sender**

The message sender does not frequently correspond with our organization. If you are not expecting the message, do not open attachments or click links unless you are certain they are safe.

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Hello Golden State Water,

I'm writing on behalf of my mother, an adult occupant and submetered resident at Daisy Hill Mobile Home Park(1595

[Los Osos Valley Rd., Space 35B, Los Osos, CA 93402](#)). Daisy Hill management reports GSWC performed main work with a shutdown/restore on July 2, 2025 near the park. Within 24 hours (July 3), my mother's irrigation line failed; a licensed plumber repaired it that day. The park manager reports at least six other spaces experienced significant leaks immediately after service was restored. I understand GSWC issued a \$500 credit to the park's master account and that the manager filed a grievance seeking additional relief.

Impact on the household (submetered):

- Bills spiked to \$461.55 (Sept), \$411.19 (Oct), and \$1,367 (Nov) — \$2,239.74 total, versus a typical \$15–\$40/month. **According to Daisy Hill Park Management, they are 2 months behind our billing cycles so the Sept. bill would be July. Not sure why the bill would continue to climb over 3 months if the leak was repaired the same day.**
- Additional plumbing costs are ~\$1,000

Given the timing cluster and magnitude, this appears to be a service-quality issue related to the July 2 shutdown/turn-on. Under CPUC General Order 103-A (pressure control, service interruptions) and your filed tariff (complaint/appeal provisions for a customer or adult occupant), please provide and/or process the following:

1. Pressure data (24-hour recorder/SCADA trend, setpoints) for the pressure zone serving [1595 Los Osos Valley Rd.](#) for July 1–4, 2025, and the PRV/pressure-sustaining valve settings at the regulating facilities closest to Daisy Hill. **We do not provide this data to customers but the pressure was between our operating range of 40-125psi. PRV was set at 75 we adjusted up to 85psi.**
2. Work orders / crew logs for the July 2, 2025 job(s) nearest Daisy Hill, including shutdown and restoration times and standard re-pressurization procedures used. **There was no shut down/outage to GSWC systems during this time.**
3. Copies of any outage/notice provided to Daisy Hill or the surrounding area for that work. **No outage was performed.**
4. Claims handling: please open or provide a claims file for (a) property damage (plumbing repairs) and (b) event-related high usage, with a designated claims representative and claim number. **This is not our customer, they are sub metered from the Daisy Hill Park.**
5. Event-related credit: evaluate and, if appropriate, credit the Daisy Hill master account for the excess consumption attributable to the event so the park can pass pro-rata relief to affected residents. **We did do a credit but I not sure what the reasoning was.**

If you contend any of the above cannot be provided, please identify the specific tariff rule or CPUC authority you rely on. We are not asking for unrelated account details—only technical records and claims review tied to the July 2nd operations.

Thank you,

Bruce Scott

[bruce949@gmail.com](mailto:bruce949@gmail.com)

On behalf of Diane Draeger, Space 35B, Daisy Hill MHP

This message and any attached documents contain certain information from American States Water Company and its subsidiary companies that may be confidential and/or privileged. If you are not the intended recipient, you may not read, copy, distribute or use this information. If you have received this transmission in error, please notify the sender immediately by reply e-mail and then delete this message.

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**Bruce Scott** <bruce949@gmail.com>  
To: "Cisneros, Lorena" <Lorena.Cisneros@gswater.com>  
Cc: DHonsitemanager@gmail.com  
Bcc: Meredith Scott <meredith949@gmail.com>

Thu, Nov 20, 2025 at 3:49 PM

Hello Lorena,

I appreciate your attention to this matter. I can give you a call tomorrow if it'll be helpful but I'll try to answer your questions in this email.

I have also CC'd Lisa Benz, Daisy Hill's On-Site Manager, on this email in the event she can clarify or correct any information as I understand it.

To clarify, regarding the bills and the billing cycles, my mother's initial irrigation pipe leak occurred on July 2nd and was repaired on July 3rd. The plumber noticed after the repair on that day that the water meter was still turning and looked for another leak but didn't find anything. He told my mother to keep an eye on it but there were no obvious signs of a water leak and she did not know there was a problem until August 22, at which point she contacted the plumber again and he arrived at the residence on August 24. The plumber didn't find the leak until August 27, under the trailer, the fault being an isolated line that came from the main water supply.

Before I ask that Daisy Hill request the pressure data instead, or subsequently filing with the CPUC to obtain and review the data, we should address the discrepancy and attempt to confirm that there was work done on the water mains outside of Daisy Hill Mobile Home Park on July 2nd. After speaking with Daisy Hill management, it was reiterated to me that there was work done that required a water shut off to the park on July 2nd, with the ensuing restore resulting in leaks at multiple spaces within the park.

The reason for the credit you referenced was due to these water leaks and the subsequent elevated water bill—but the credit was unsatisfactory and a grievance has since been filed.

Thank you,

Bruce Scott

[Quoted text hidden]

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**Lisa Benz** <dhonsitemanager@gmail.com>  
To: Bruce Scott <bruce949@gmail.com>  
Cc: "Cisneros, Lorena" <Lorena.Cisneros@gswater.com>

Fri, Nov 21, 2025 at 9:48 AM

Good Morning,

After several conversations with GSW I was able to find out that work had been done outside of the park. We were not notified of this work or that we may potentially have a water outage or surge. Though we never experienced a water outage in the park on July 2nd, we did experience a surge of water pressure that caused several issues to several of our residents' homes. Just to be clear...We were not notified. The park's

water was never shut off but we did experience extremely high water pressure.

Warm Regards,

*Lisa Benz*

Daisy Hill On-Site Manager

MARK IV Systems, Inc.

1595 Los Osos Valley Rd.

Los Osos, CA 93402

Ph: (805) 528-1551

Fax: (805)439-0288

[DHonsitemanager@gmail.com](mailto:DHonsitemanager@gmail.com)

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**Cisneros, Lorena** <[Lorena.Cisneros@gswater.com](mailto:Lorena.Cisneros@gswater.com)>  
To: Lisa Benz <[dhonsitemanager@gmail.com](mailto:dhonsitemanager@gmail.com)>  
Cc: Bruce Scott <[bruce949@gmail.com](mailto:bruce949@gmail.com)>

Mon, Nov 24, 2025 at 1:12 PM

Hello Lisa

Los Osos Superintendent is opening a claim with Sedgwick, our Insurance company.

You will be receiving a call from them so you could file a claim.

Regards,

Lorena Cisneros- Dominguez

CSS- Golden State Water Co.

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**From:** Lisa Benz <[dhonsitemanager@gmail.com](mailto:dhonsitemanager@gmail.com)>

**Sent:** Friday, November 21, 2025 9:48 AM

**To:** Bruce Scott <[bruce949@gmail.com](mailto:bruce949@gmail.com)>

**Cc:** Cisneros, Lorena <[Lorena.Cisneros@gswater.com](mailto:Lorena.Cisneros@gswater.com)>

**Subject:** Re: Ref: Daisy Hill MHP, Los Osos – July 2, 2025 shutdown/restore — Request for pressure logs, work records & claims review

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- Additional plumbing costs are ~\$1,000

Given the timing cluster and magnitude, this appears to be a service-quality issue related to the July 2 shutdown/turn-on. Under CPUC General Order 103-A (pressure control, service interruptions) and your filed tariff (complaint/appeal provisions for a customer or adult occupant), please provide and/or process the following:

1. Pressure data (24-hour recorder/SCADA trend, setpoints) for the pressure zone serving [1595 Los Osos Valley Rd.](#) for July 1–4, 2025, and the PRV/pressure-sustaining valve settings at the regulating facilities closest to Daisy Hill.
2. Work orders / crew logs for the July 2, 2025 job(s) nearest Daisy Hill, including shutdown and restoration times and standard re-pressurization procedures used.
3. Copies of any outage/notice provided to Daisy Hill or the surrounding area for that work.
4. Claims handling: please open or provide a claims file for (a) property damage (plumbing repairs) and (b) event-related high usage, with a designated claims representative and claim number.
5. Event-related credit: evaluate and, if appropriate, credit the Daisy Hill master account for the excess consumption attributable to the event so the park can pass pro-rata relief to affected residents.

If you contend any of the above cannot be provided, please identify the specific tariff rule or CPUC authority you rely on. We are not asking for unrelated account details—only technical records and claims review tied to the July 2nd operations.

Thank you,

Bruce Scott

[bruce949@gmail.com](mailto:bruce949@gmail.com)

On behalf of Diane Draeger, Space 35B, Daisy Hill MHP

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**Lisa Benz** <[dhonsitemanager@gmail.com](mailto:dhonsitemanager@gmail.com)>  
To: "Cisneros, Lorena" <[Lorena.Cisneros@gswater.com](mailto:Lorena.Cisneros@gswater.com)>  
Cc: Bruce Scott <[bruce949@gmail.com](mailto:bruce949@gmail.com)>

Mon, Nov 24, 2025 at 3:12 PM

Hello,

This is fantastic news!!! I really appreciate your help with this. We have a few residents that had more than minor damage and fixing the issue caused them financial hardship.

I will be waiting for the call.

Warm Regards,

*Lisa Benz*

Daisy Hill On-Site Manager

MARK IV Systems, Inc.

1595 Los Osos Valley Rd.

Los Osos, CA 93402

Ph: (805) 528-1551

Fax: (805)439-0288

[DHonsitemanager@gmail.com](mailto:DHonsitemanager@gmail.com)

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**Bruce Scott** <[bruce949@gmail.com](mailto:bruce949@gmail.com)>  
To: Lisa Benz <[dhonsitemanager@gmail.com](mailto:dhonsitemanager@gmail.com)>

Mon, Nov 24, 2025 at 5:07 PM

Hi Lisa,

This is definitely good news. I can sit back and hope they make full amends, or keep up the pressure on them from another angle so they don't let it just fade from attention in their procedures or low-ball any restitution. Do you have an opinion on this? Ultimately, I just need to make sure that Diane doesn't suffer financially from the work that GSW did.

Bruce

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**Lisa Benz** <[dhonsitemanager@gmail.com](mailto:dhonsitemanager@gmail.com)>  
To: Bruce Scott <[bruce949@gmail.com](mailto:bruce949@gmail.com)>

Tue, Nov 25, 2025 at 9:09 AM

Good Morning,

This is great news. They did tell me last time that someone would be contacting me and no one ever did. If I don't get a call by Monday we will start hounding them again. I will be out of town from tomorrow until Monday but I am transferring the calls to my phone so I will be able to get the call, if it comes.

Warm Regards,

*Lisa Benz*

Daisy Hill On-Site Manager

MARK IV Systems, Inc.

1595 Los Osos Valley Rd.

Los Osos, CA 93402

Ph: (805) 528-1551

Fax: (805)439-0288

[DHonsitemanager@gmail.com](mailto:DHonsitemanager@gmail.com)

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**Bruce Scott** <[bruce949@gmail.com](mailto:bruce949@gmail.com)>  
To: Lisa Benz <[dhonsitemanager@gmail.com](mailto:dhonsitemanager@gmail.com)>

Tue, Nov 25, 2025 at 1:45 PM

Ok. I'll hold off. My next step was to file with CPUC, and let GSW know, to compel them to release information.

[Quoted text hidden]

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**Lisa Benz** <[dhonsitemanager@gmail.com](mailto:dhonsitemanager@gmail.com)>  
To: Bruce Scott <[bruce949@gmail.com](mailto:bruce949@gmail.com)>

Tue, Nov 25, 2025 at 3:25 PM

Hello,

I have received a couple of residents' invoices for damages. If you would like to proceed with contacting CPUC that would be fine. Anything we can do to get this moving along is great.

Warm Regards,

*Lisa Benz*

Daisy Hill On-Site Manager

MARK IV Systems, Inc.

1595 Los Osos Valley Rd.

Los Osos, CA 93402

Ph: (805) 528-1551

Fax: (805)439-0288

[DHonsitemanager@gmail.com](mailto:DHonsitemanager@gmail.com)

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**Bruce Scott** <bruce949@gmail.com>  
To: Lisa Benz <dhonsitemanager@gmail.com>

Tue, Nov 25, 2025 at 4:20 PM

Ok, I'll do that. It'll be good to let them know this isn't going away until they get it handled.

[Quoted text hidden]

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**Lisa Benz** <dhonsitemanager@gmail.com>  
To: "Cisneros, Lorena" <Lorena.Cisneros@gswater.com>  
Cc: Bruce Scott <bruce949@gmail.com>

Tue, Dec 2, 2025 at 1:07 PM

Hello Lorena,

I wanted to follow up on this issue. I have not yet received a call from the Los Osos Superintendent.

Warm Regards,

*Lisa Benz*

Daisy Hill On-Site Manager

MARK IV Systems, Inc.

1595 Los Osos Valley Rd.

Los Osos, CA 93402

Ph: (805) 528-1551

Fax: (805)439-0288

[DHonsitemanager@gmail.com](mailto:DHonsitemanager@gmail.com)

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**Lisa Benz** <dhonsitemanager@gmail.com>  
To: Bruce Scott <bruce949@gmail.com>, "Cisneros, Lorena" <Lorena.Cisneros@gswater.com>

Wed, Dec 3, 2025 at 2:10 PM

Hello,

Thank you for your response. We will contact Sedgwick directly for instructions on how to submit a claim.

Warm Regards,

*Lisa Benz*

Daisy Hill On-Site Manager

MARK IV Systems, Inc.

1595 Los Osos Valley Rd.

Los Osos, CA 93402

Ph: (805) 528-1551

Fax: (805)439-0288

DHonsitemanager@gmail.com

----- Forwarded message -----

From: **Cisneros, Lorena** <Lorena.Cisneros@gswater.com>

Date: Wed, Dec 3, 2025 at 2:08 PM

Subject: Ref: Daisy Hill MHP, Los Osos – July 2, 2025 shutdown/restore — Request for pressure logs, work records & claims review

To: Lisa Benz <dhonsitemanager@gmail.com>

Hi Lisa,

The claim was opened with Sedwick, not sure why they haven't contacted you. See below incident number and the number to Sedwick

**Incident #4A2512112VP0001**

Incident Date: 07/02/2025

Claim Number: 4A2512112VP0001

Claimant Name: DAISY HILL MOBILE HOME PARK

Sedgwick Claims Management Services, Inc

P.O. Box 14153

Lexington KY, 40512-4153

800-221-5473

Thank You

Lorena Cisneros

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**From:** Lisa Benz <dhonsitemanager@gmail.com>

**Sent:** Tuesday, December 2, 2025 1:07 PM

**To:** Cisneros, Lorena <Lorena.Cisneros@gswater.com>

**Cc:** Bruce Scott <bruce949@gmail.com>

**Subject:** Re: Ref: Daisy Hill MHP, Los Osos – July 2, 2025 shutdown/restore — Request for pressure logs, work records & claims review

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**This Message Is From An External Sender**

This message came from outside the company. Do not open any attachments unless you expected this message. Do not click links unless you are sure they are safe.

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**Lisa Benz** <dhonsitemanager@gmail.com>  
To: Bruce Scott <bruce949@gmail.com>

Thu, Dec 4, 2025 at 10:27 AM

Good Morning,

I have tried calling Sedwick a couple of times and the phone rings and rings with no message capability. I'm using ext. 2

I have 3 claims in my office that we can add to Dianas, if we can get through.

Warm Regards,

*Lisa Benz*

Daisy Hill On-Site Manager

MARK IV Systems, Inc.

1595 Los Osos Valley Rd.

Los Osos, CA 93402

Ph: (805) 528-1551

Fax: (805)439-0288

[DHonsitemanager@gmail.com](mailto:DHonsitemanager@gmail.com)

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**Bruce Scott** <bruce949@gmail.com>  
To: Lisa Benz <dhonsitemanager@gmail.com>

Thu, Dec 4, 2025 at 2:02 PM

Hi Lisa,

I tried "0" for further assistance and it just rang and rang as well.

I went to the [sedgwick website](#) and used their Chat feature but received no response from that either. I'll fill out the form next on their contact page to try to get some sort of response.

In the meantime, can you email both Lorena and some email addresses I found? I've drafted some email text you can just copy and paste to make it easy, but feel free to edit them as you see fit.

**Here's the email text, with a subject line, for Lorena at GSW:**

Subject Line: Please email-introduce Sedgwick adjuster — Claim 4A2512112VP0001 (Incident 07/02/2025)

Hi Lorena,

Thanks for confirming that Sedgwick opened Claim 4A2512112VP0001 for the 7/2/2025 incident. I've been trying to connect with Sedgwick but haven't reached anyone:

- Called 800-221-5473 on 12/3 and 12/4. no answer
- Used the Sedgwick website chat on 12/4. no response.
- Submitted the website contact form on 12/4.
- Emailing [sedgwick@sedgwick.com](mailto:sedgwick@sedgwick.com) and [SCMSNIC@SedgwickCMS.com](mailto:SCMSNIC@SedgwickCMS.com) as an alternative contact point.

Could you please email-introduce me to the assigned adjuster for Claim 4A2512112VP0001, and also provide me their direct email and phone? If an adjuster hasn't been assigned yet, please ask Sedgwick to confirm the claim's at least active for Daisy Hill Mobile Home Park.

I appreciate your help coordinating this.

Thank you,

**Here's the email text with addresses and subject line for sedgwick (also cc: lorena. And me if you'd like):**

To: [sedgwick@sedgwick.com](mailto:sedgwick@sedgwick.com); [SCMSNIC@SedgwickCMS.com](mailto:SCMSNIC@SedgwickCMS.com)

Cc: [Lorena.Cisneros@gswater.com](mailto:Lorena.Cisneros@gswater.com)

Subject: URGENT: Claim 4A2512112VP0001 (Incident 07/02/2025) — Acknowledgment & Adjuster Assignment

Dear Sedgwick Claims Team,

I'm Lisa Benz, On-Site Manager for Daisy Hill Mobile Home Park (Claimant). Golden State Water Company advised me that a claim was opened with Sedgwick:

- Claim/Incident No.: 4A2512112VP0001
- Incident Date: July 2, 2025
- Client: Golden State Water Company (American States Water)

Despite multiple calls to 800-221-5473 on 12/3 and 12/4, I've not been able to get anyone to answer the phone.

Request:

1. Please acknowledge receipt of this claim in writing and confirm it is open in your system.
2. Provide the assigned adjuster's name, direct phone, and email, and the handling office.
3. Confirm the preferred submission method (email or portal) so we can upload invoices, photos, an affected-spaces list, and master-account billing records.
4. Please confirm preservation of July 1–4, 2025 records related to the incident (pressure/SCADA data, PRV setpoint/change logs, work/crew orders, and notices).

Brief loss summary: Following GSWC work near the park on 7/2/2025, we experienced a sudden pressure increase and multiple homes reported leaks within 24–48 hours, causing elevated usage and repair costs.

Kindly reply within 5 business days. Please treat this as a claim communication for acknowledgement under California Fair Claims Settlement Practices Regulations.

Thank you,

[Quoted text hidden]

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**Re: CPUC File 707550 - Clarification — Request for service-quality review of GSWC service to Daisy Hill MHP master meter (not landlord/tenant billing)**

10 messages

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**Bruce Scott** <bruce949@gmail.com>  
To: "Low, Jenna" <Jenna.Low@cpuc.ca.gov>  
Cc: Lisa Benz <DHonsitemanager@gmail.com>

Tue, Dec 2, 2025 at 12:12 PM

Hi Jenna,

Thanks for your response. To clarify:

- This is not a landlord/tenant billing dispute. I'm working with Daisy Hill Mobile Home Park (the customer of record for the master meter served by Golden State Water Company).
- On July 2, 2025, GSWC performed work near the park. The park experienced a pressure surge (no prior notice), followed by multiple leaks across several spaces within 24–48 hours and a sharp spike in consumption on the park's master account.
- We are not asking the CPUC to adjudicate damages/property restoration.
- We are requesting a service-quality review of GSWC's service to the master meter and a billing adjustment/credit to the master account (for pass-through by the park), plus the technical records needed to evaluate compliance with GO 103-A:
  - Pressure/SCADA trend (min/avg/max with timestamps) for July 1–4, 2025
  - PRV setpoints and change logs (including any 75→85 psi adjustment and its timestamp)
  - July 2 work/crew logs and any interruption/re-pressurization procedures

Daisy Hill supports this request and can file (or has filed) its own informal complaint; authorization for me to communicate on the incident is available and I have cc'd Lisa Benz, On-Site Manager of Daisy Hill MHP on this email.

Please confirm CAB will process this as a service-quality/billing matter for an investor-owned water utility to a master-metered customer, obtain the records from GSWC under GO 103-A, and facilitate review of an event-related credit to the master account.

Sincerely,

Bruce Scott

On behalf of Space 35B, Daisy Hill MHP

[bruce949@gmail.com](mailto:bruce949@gmail.com)

cc: Lisa Benz, On-Site Manager, Daisy Hill MHP

---

On Tue, Dec 2, 2025 at 10:05 AM Low, Jenna <[Jenna.Low@cpuc.ca.gov](mailto:Jenna.Low@cpuc.ca.gov)> wrote:

Hi Bruce,

Any billing correlating with the Mobile Home Park is also non-jurisdictional. It would be classified as a landlord/tenant issue, which we cannot assist with.

Thank you,

**Jenna Low**

Staff Services Analyst

External Affairs Division

California Public Utilities Commission

Main: (800) 649-7570 | [jenna.low@cpuc.ca.gov](mailto:jenna.low@cpuc.ca.gov)

[www.cpuc.ca.gov](http://www.cpuc.ca.gov)

---

**Lisa Benz** <[dhonsitemanager@gmail.com](mailto:dhonsitemanager@gmail.com)>  
To: Bruce Scott <[bruce949@gmail.com](mailto:bruce949@gmail.com)>

Tue, Dec 2, 2025 at 1:05 PM

Hello Bruce.

Thank you for continuing to fight for the rights of the Daisy Hill residents. I am still waiting on a call from the insurance claims dept.

Warm Regards,

*Lisa Benz*

Daisy Hill On-Site Manager

MARK IV Systems, Inc.

[1595 Los Osos Valley Rd.](#)

[Los Osos, CA 93402](#)

Ph: (805) 528-1551

Fax: (805)439-0288

[DHonsitemanager@gmail.com](mailto:DHonsitemanager@gmail.com)

[Quoted text hidden]

---

**Bruce Scott** <bruce949@gmail.com>  
To: Lisa Benz <dhonsitemanager@gmail.com>

Tue, Dec 2, 2025 at 5:11 PM

I'm assuming they're going to drag their heels as long as they can and hope it just goes away. Your check-ins with Lorena will definitely help.

I heard back from the CPUC a couple of hours ago and they're moving forward with the request for information from GSWC to begin a review.

Here's the official acknowledgment:

[https://drive.google.com/file/d/1mVH2QwcOZpZ-xh2EYcMstUkZYjy4kRrO/view?usp=share\\_link](https://drive.google.com/file/d/1mVH2QwcOZpZ-xh2EYcMstUkZYjy4kRrO/view?usp=share_link)

Also, if it's possible to pull together any evidence like photos, plumber bills, meter reads, other resident statements with dates and times, email communications, etc. and email that into them between now and early January, then that'll probably help with getting a favorable outcome from the CPUC. You would just need to reference the file number 707550. Or you can send them to me and I can forward them on.

[Quoted text hidden]

---

**Low, Jenna** <Jenna.Low@cpuc.ca.gov>  
To: Bruce Scott <bruce949@gmail.com>

Thu, Dec 4, 2025 at 10:28 AM

Hello Bruce,

Since you are not the customer of record, you cannot file a complaint about this situation with us. Your case will be closed, as it has already been sent to the utility as a courtesy.

Thank you,

**Jenna Low**

Staff Services Analyst

External Affairs Division

California Public Utilities Commission

Main: (800) 649-7570 | [jenna.low@cpuc.ca.gov](mailto:jenna.low@cpuc.ca.gov)

[www.cpuc.ca.gov](http://www.cpuc.ca.gov)

---

**From:** Bruce Scott <[bruce949@gmail.com](mailto:bruce949@gmail.com)>  
**Sent:** Tuesday, December 2, 2025 12:13 PM  
**To:** Low, Jenna <[Jenna.Low@cpuc.ca.gov](mailto:Jenna.Low@cpuc.ca.gov)>  
**Cc:** Lisa Benz <[DHonsitemanager@gmail.com](mailto:DHonsitemanager@gmail.com)>  
**Subject:** [EXTERNAL] Re: CPUC File 707550 - Clarification — Request for service-quality review of GSWC service to Daisy Hill MHP master meter (not landlord/tenant billing)

**CAUTION:** This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe.

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**Bruce Scott** <[bruce949@gmail.com](mailto:bruce949@gmail.com)>  
To: Lisa Benz <[dhonsitemanager@gmail.com](mailto:dhonsitemanager@gmail.com)>  
Cc: [consumer-affairs@cpuc.ca.gov](mailto:consumer-affairs@cpuc.ca.gov), "Low, Jenna" <[Jenna.Low@cpuc.ca.gov](mailto:Jenna.Low@cpuc.ca.gov)>

Thu, Dec 4, 2025 at 11:58 AM

Hello Lisa,

Since you are the customer of record, can you request that this case be reopened? If they can't reopen it I can help you file a new informal complaint.

Thanks,

Bruce

[Quoted text hidden]

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**Lisa Benz** <[dhonsitemanager@gmail.com](mailto:dhonsitemanager@gmail.com)>  
To: Bruce Scott <[bruce949@gmail.com](mailto:bruce949@gmail.com)>  
Cc: [consumer-affairs@cpuc.ca.gov](mailto:consumer-affairs@cpuc.ca.gov), "Low, Jenna" <[Jenna.Low@cpuc.ca.gov](mailto:Jenna.Low@cpuc.ca.gov)>

Thu, Dec 4, 2025 at 12:54 PM

Hello,

I received a message saying the claim was open but we have not received the call from the adjuster. If we need to reopen a claim, yes let's do that.

Warm Regards,

*Lisa Benz*

Daisy Hill On-Site Manager

MARK IV Systems, Inc.

[1595 Los Osos Valley Rd.](#)

Los Osos, CA 93402

Ph: (805) 528-1551

Fax: (805)439-0288

[DHonsitemanager@gmail.com](mailto:DHonsitemanager@gmail.com)

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**Low, Jenna** <[Jenna.Low@cpuc.ca.gov](mailto:Jenna.Low@cpuc.ca.gov)>  
To: Lisa Benz <[dhonsitemanager@gmail.com](mailto:dhonsitemanager@gmail.com)>, Bruce Scott <[bruce949@gmail.com](mailto:bruce949@gmail.com)>

Thu, Dec 4, 2025 at 12:59 PM

Hello,

You would need to contact the representative assigned to your case. I am not able to assist you with this case, as it was not assigned to me. If you have an open claim, you should have gotten an acknowledgment letter with a case number. Please reach out to [consumer-affairs@cpuc.ca.gov](mailto:consumer-affairs@cpuc.ca.gov) with your concerns.

[Quoted text hidden]

---

**Bruce Scott** <[bruce949@gmail.com](mailto:bruce949@gmail.com)>  
To: "Low, Jenna" <[Jenna.Low@cpuc.ca.gov](mailto:Jenna.Low@cpuc.ca.gov)>  
Cc: Lisa Benz <[dhonsitemanager@gmail.com](mailto:dhonsitemanager@gmail.com)>

Thu, Dec 4, 2025 at 1:36 PM

[consumer-affairs@cpuc.ca.gov](mailto:consumer-affairs@cpuc.ca.gov) was cc'd on those emails, but thank you for the clarification.

[Quoted text hidden]

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**Lisa Benz** <[dhonsitemanager@gmail.com](mailto:dhonsitemanager@gmail.com)>  
To: Bruce Scott <[bruce949@gmail.com](mailto:bruce949@gmail.com)>

Thu, Dec 4, 2025 at 2:34 PM

Hello,

Thank you Bruce. I'm also dealing with sewer issues at this time, when it rains it pours.

Warm Regards,

*Lisa Benz*

Daisy Hill On-Site Manager

MARK IV Systems, Inc.

1595 Los Osos Valley Rd.

Los Osos, CA 93402

Ph: (805) 528-1551

Fax: (805)439-0288

DHonsitemanager@gmail.com

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**Bruce Scott** <bruce949@gmail.com>  
To: Lisa Benz <dhonsitemanager@gmail.com>

Thu, Dec 4, 2025 at 3:39 PM

Oh no, I hope it's not too messy.

figure the water thing is going to take a while to resolve so there's probably no need to move fast with that one.

[Quoted text hidden]

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**Subject Line: Please email-introduce Sedgwick adjuster — Claim 4A2512112VP0001 (Incident 07/02/2025)**

1 message

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**Lisa Benz** <dhonsitemanager@gmail.com>  
To: "Cisneros, Lorena" <Lorena.Cisneros@gswater.com>  
Cc: Bruce Scott <bruce949@gmail.com>

Thu, Dec 4, 2025 at 2:40 PM

Hi Lorena,

Thanks for confirming that Sedgwick opened Claim 4A2512112VP0001 for the 7/2/2025 incident. I've been trying to connect with Sedgwick but haven't reached anyone:

- Called 800-221-5473 on 12/3 and 12/4. no answer
- Used the Sedgwick website chat on 12/4. no response.
- Submitted the website contact form on 12/4.
- Emailing [sedgwick@sedgwick.com](mailto:sedgwick@sedgwick.com) and [SCMSNIC@SedgwickCMS.com](mailto:SCMSNIC@SedgwickCMS.com) as an alternative contact point.

Could you please email-introduce me to the assigned adjuster for Claim 4A2512112VP0001, and also provide me with their direct email and phone? If an adjuster hasn't been assigned yet, please ask Sedgwick to confirm the claim's at least active for Daisy Hill Mobile Home Park.

I appreciate your help coordinating this.

Thank you,

Warm Regards,

*Lisa Benz*

Daisy Hill On-Site Manager

MARK IV Systems, Inc.

[1595 Los Osos Valley Rd.](#)

[Los Osos, CA 93402](#)

Ph: (805) 528-1551

Fax: (805)439-0288

[DHonsitemanager@gmail.com](mailto:DHonsitemanager@gmail.com)

---

**Re: 4A2512112VP-0001 - Daisy Hill Mobile Home Park - 07/02/2025**

26 messages

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**Lisa Benz** <dhonsitemanager@gmail.com>  
To: "Pulido, Juan" <Juan.Pulido@sedgwick.com>  
Cc: Bruce Scott <bruce949@gmail.com>

Wed, Dec 10, 2025 at 9:50 AM

Hello Juan,

We are very happy to be hearing from you.

I have CCD Bruce in this email and give him permission to speak on the park's behalf. He is a lot more eloquent with the explanation than I.

I have receipts that I can supply from two residents that had extensive damage. They are not looking to be refunded for the portion the insurance paid; however they would like to be reimbursed for the amount the insurance did not cover.

Diane Draeger is the most important claim...She has received 3 months of extremely high water usage due to a pipe bursting under her house that went undetected until late August. This is due to us being on sand and never seeing a flooded area and the fact that our water billing cycle is more than 2 months in the rear. We don't know we have a leak until we receive a high water bill.

Bruce please elaborate on this issue.

Warm Regards,

*Lisa Benz*

Daisy Hill On-Site Manager

MARK IV Systems, Inc.

1595 Los Osos Valley Rd.

Los Osos, CA 93402

Ph: (805) 528-1551

Fax: (805)439-0288

[DHonsitemanager@gmail.com](mailto:DHonsitemanager@gmail.com)

On Tue, Dec 9, 2025 at 7:45 PM Pulido, Juan <Juan.Pulido@sedgwick.com> wrote:

Hello,

My name is Juan Pulido, and I am the assigned adjuster for the claim referenced above. This claim was recently assigned to me, and we are currently in the process of investigating it. I'm reaching out with questions to assist with our review.

1. Can you explain in detail what happened?
2. What damages occurred as a result of this incident?
3. Did leaks occur at the same, or were they separate events?
4. Did you report this incident to your insurance carrier, or did you pay for any repairs out of pocket?

Your cooperation is appreciated, and your responses will help us complete our investigation.

Best Regards,

***Sedgwick manages claims on behalf of Golden State Water Company.***

Juan Pulido | Claims Examiner  
A. Morrow, Qualified Manager, CA license #2549023

Sedgwick Claims Management Services, Inc., CA license #2549023  
714-572-4840 | FAX 800.921.7683

[juan.pulido@sedgwick.com](mailto:juan.pulido@sedgwick.com)  
[sedgwick.com](http://sedgwick.com) | *caring counts*

**sedgwick** 

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Any personal data acquired, processed or shared by us will be lawfully processed in line with applicable data protection legislation. If you have any questions regarding how we process personal data refer to our [Privacy Notice](#). Any communication including this email and files/attachments transmitted with it are confidential and are intended solely for the use of the individual or entity to whom they are addressed. If this message has been sent to you in error, you must not copy, distribute or disclose of the information it contains and you must notify us immediately (contact is within the privacy policy) and delete the message from your system.

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**Bruce Scott** <bruce949@gmail.com>

Wed, Dec 10, 2025 at 2:26 PM

To: "Pulido, Juan" <juan.pulido@sedgwick.com>

Cc: Lisa Benz <dhonsitemanager@gmail.com>, "Cisneros, Lorena" <Lorena.Cisneros@gswater.com>

Hello Mr. Pulido,

I'm Bruce Scott, authorized to communicate with you on behalf of Daisy Hill Mobile Home Park (claimant). Lisa Benz (cc'd) asked me to help coordinate this claim; please note her written authorization

in her initial response to you.

- What happened (summary): On July 2, 2025, after GSWC work near the park, the park did not have a park-wide outage but experienced an unexpected pressure surge. Within 24–48 hours, multiple homes developed leaks(at least six reports to management).
- Damages observed:
  - Plumbing failures (irrigation, under-home and in-home supply lines) with licensed repairs.
  - Excess usage on the park master account (passed through on lagged submeter billing).
  - Examples:
    - Space 35B (my family member): 7/3 irrigation repair; burst under-home line; 8/27 under-home leak found and repaired; ~3 months elevated usage before detection (sand substrate + >2-month billing lag). Submeter bills Sept–Nov total \$2,239.74; plumbing ≈ \$1,000.
- Same event or separate? One July 2 pressure event with multiple manifestations—some immediate, some latent until bills/inspection.
- Insurance vs. out-of-pocket: Some residents paid out of pocket; some used homeowner insurance and seek unreimbursed portions (deductibles/denied items). The park will submit master-account documentation.
- Documents being assembled: receipts/invoices, photos, plumber reports, affected-spaces list & dates, master-account billing excerpts, and a timeline. Please confirm preferred intake (email or portal).
- Claim scope / additional residents: Please keep this claim open for additional Daisy Hill residents who bring receipts, or advise if you prefer sub-claims under this incident and your submission protocol.
- Coordination with GSWC records: GSWC referenced a PRV change (75→85 psi) near that timeframe. We've requested timestamped pressure data and work logs from the CPUC CAB; we can forward them to you once we receive them, or you can obtain them directly from your client.

Thank you,

Bruce Scott  
Authorized representative for Daisy Hill Mobile Home Park  
1595 Los Osos Valley Rd., Los Osos, CA 93402  
[bruce949@gmail.com](mailto:bruce949@gmail.com)  
(949) 464-8707

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**Bruce Scott** <[bruce949@gmail.com](mailto:bruce949@gmail.com)>

Wed, Dec 17, 2025 at 4:16 PM

To: "Pulido, Juan" <[juan.pulido@sedgwick.com](mailto:juan.pulido@sedgwick.com)>

Cc: Lisa Benz <[dhonsitemanager@gmail.com](mailto:dhonsitemanager@gmail.com)>, "Cisneros, Lorena" <[Lorena.Cisneros@gswater.com](mailto:Lorena.Cisneros@gswater.com)>

Hello Juan,

I'm just following up to confirm that you did receive this email and to see if there are any further questions.

Thanks,

Bruce

---

**Pulido, Juan** <Juan.Pulido@sedgwick.com>

Wed, Dec 17, 2025 at 5:50 PM

To: Bruce Scott <bruce949@gmail.com>

Cc: Lisa Benz <dhonsitemanager@gmail.com>, "Cisneros, Lorena" <Lorena.Cisneros@gswater.com>

Hello,

I received the email you sent last week.

Liability is still pending as we are still investigating the claim. If we need anything further, I will reach out to you for any additional info.

Best Regards,

***Sedgwick manages claims on behalf of Golden State Water Company for this claim.***

Juan Pulido | Claims Examiner

A. Morrow, Qualified Manager, CA license #2549023

Sedgwick Claims Management Services, Inc., CA license #2549023

714-572-4840 | FAX 800.921.7683

[juan.pulido@sedgwick.com](mailto:juan.pulido@sedgwick.com)

[sedgwick.com](http://sedgwick.com) | *caring counts*

**sedgwick**<sup>™</sup>



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**From:** Bruce Scott <[bruce949@gmail.com](mailto:bruce949@gmail.com)>

**Sent:** Wednesday, December 17, 2025 4:17 PM

**To:** Pulido, Juan <[Juan.Pulido@sedgwick.com](mailto:Juan.Pulido@sedgwick.com)>

**Cc:** Lisa Benz <[dhonsitemanager@gmail.com](mailto:dhonsitemanager@gmail.com)>; Cisneros, Lorena <[Lorena.Cisneros@gswater.com](mailto:Lorena.Cisneros@gswater.com)>

**Subject:** Re: 4A2512112VP-0001 - Daisy Hill Mobile Home Park - 07/02/2025

**CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you recognize the sender and know the content is safe...**

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**Bruce Scott** <bruce949@gmail.com> Tue, Jan 6, 2026 at 12:00 PM  
To: "Pulido, Juan" <Juan.Pulido@sedgwick.com>  
Cc: Lisa Benz <dhonsitemanager@gmail.com>, "Cisneros, Lorena" <Lorena.Cisneros@gswater.com>

Hello Juan,

Can I get an update on where this stands?

Thank you,

Bruce

[Quoted text hidden]

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**Pulido, Juan** <Juan.Pulido@sedgwick.com> Tue, Jan 6, 2026 at 12:11 PM  
To: Bruce Scott <bruce949@gmail.com>  
Cc: Lisa Benz <dhonsitemanager@gmail.com>, "Cisneros, Lorena" <Lorena.Cisneros@gswater.com>

Hello,

Liability is still pending as we are still investigating the claim. We are pending further documentation from our client.

Best Regards,

***Sedgwick manages claims on behalf of Golden State Water Company.***

Juan Pulido | Claims Examiner  
A. Morrow, Qualified Manager, CA license #2549023

Sedgwick Claims Management Services, Inc., CA license #2549023  
714-572-4840 | FAX 800.921.7683

[juan.pulido@sedgwick.com](mailto:juan.pulido@sedgwick.com)  
[sedgwick.com](http://sedgwick.com) | *caring counts*

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**Bruce Scott** <bruce949@gmail.com>  
To: "Pulido, Juan" <Juan.Pulido@sedgwick.com>

Tue, Jan 6, 2026 at 12:15 PM

Ok great, thank you for the update.

[Quoted text hidden]

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**Bruce Scott** <bruce949@gmail.com>  
To: dianekd4444@gmail.com, Lisa Benz <DHonsitemanager@gmail.com>, Meredith Scott <meredith949@gmail.com>

Tue, Jan 6, 2026 at 12:17 PM

Hi Diane and Lisa,

I checked in with the water company's insurance people about the status of the claim—they're still waiting for more information from the insurance company as of now. I'll check back in a few days.

Bruce

[Quoted text hidden]

---

**Diane Draeger** <dianekd4444@gmail.com>  
To: Bruce Scott <bruce949@gmail.com>  
Cc: Lisa Benz <DHonsitemanager@gmail.com>, Meredith Scott <meredith949@gmail.com>

Tue, Jan 6, 2026 at 12:19 PM

Thank you , Sweetie!

[Quoted text hidden]

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**Lisa Benz** <dhonsitemanager@gmail.com>  
To: Bruce Scott <bruce949@gmail.com>  
Cc: "Pulido, Juan" <juan.pulido@sedgwick.com>, "Cisneros, Lorena" <Lorena.Cisneros@gswater.com>

Tue, Jan 6, 2026 at 1:02 PM

Hello,

Thank you so much for following up...I have 2 other claims in the office but no one has instructed me on where to submit them.

Warm Regards,

*Lisa Benz*

Daisy Hill On-Site Manager

MARK IV Systems, Inc.

1595 Los Osos Valley Rd.

Los Osos, CA 93402

Ph: (805) 528-1551

Fax: (805)439-0288

[DHonsitemanager@gmail.com](mailto:DHonsitemanager@gmail.com)

On Wed, Dec 10, 2025 at 2:26 PM Bruce Scott <[bruce949@gmail.com](mailto:bruce949@gmail.com)> wrote:

[Quoted text hidden]

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**Bruce Scott** <[bruce949@gmail.com](mailto:bruce949@gmail.com)>

Thu, Jan 22, 2026 at 6:31 PM

To: "Pulido, Juan" <[Juan.Pulido@sedgwick.com](mailto:Juan.Pulido@sedgwick.com)>

Cc: Lisa Benz <[dhonsitemanager@gmail.com](mailto:dhonsitemanager@gmail.com)>, "Cisneros, Lorena" <[Lorena.Cisneros@gswater.com](mailto:Lorena.Cisneros@gswater.com)>

Hi Juan

Just checking in on claim: 4A2512112VP0001 (incident from 7/2/2025). I sent our responses to your questions on 12/10/25, which puts us at 42 calendar days. Can you share where the investigation stands and what to expect next? And can you please provide either the determination or a status letter noting what's outstanding, and any revised timeline? If your file shows a different proof of claim date, please let me know what date you're using so I can adjust dates on my end.

I appreciate it, thanks,

Bruce

[Quoted text hidden]

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**Bruce Scott** <[bruce949@gmail.com](mailto:bruce949@gmail.com)>

Thu, Jan 22, 2026 at 6:32 PM

To: Meredith Scott <[meredith949@gmail.com](mailto:meredith949@gmail.com)>

email update that I just sent. They're past their deadline.

----- Forwarded message -----

From: **Bruce Scott** <[bruce949@gmail.com](mailto:bruce949@gmail.com)>

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[Quoted text hidden]

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**3 attachments**



**image002.gif**  
231K

sedgwick  image003.png  
10K

sedgwick  image003.png  
10K

Lisa Benz <dhonsitemanager@gmail.com>  
To: Bruce Scott <bruce949@gmail.com>

Mon, Jan 26, 2026 at 9:41 AM

Good Morning Bruce,

Thank you for continuing to try. I was on the phone with Golden State water for over an hour trying to remedy the situation and another one with the same issues. I got nowhere! They just have no way of calculating the residents' charges/credits separately from the parks.

[REDACTED]

[REDACTED]

She definitely had a leak prior and I will continue to try and get at least a partial credit for her. Golden State is not taking any responsibility for issuing credit of any kind. Their attitude is that the water was used and they can't tell who used it so WE, (the park) has to pay for it.

UGG, it's an ongoing saga.

Warm Regards,

*Lisa Benz*

Daisy Hill On-Site Manager

MARK IV Systems, Inc.

1595 Los Osos Valley Rd.

Los Osos, CA 93402

Ph: (805) 528-1551

Fax: (805)439-0288

[DHonsitemanager@gmail.com](mailto:DHonsitemanager@gmail.com)

On Wed, Dec 10, 2025 at 2:26 PM Bruce Scott <[bruce949@gmail.com](mailto:bruce949@gmail.com)> wrote:

[Quoted text hidden]

---

**Bruce Scott** <[bruce949@gmail.com](mailto:bruce949@gmail.com)>  
To: Lisa Benz <[dhonsitemanager@gmail.com](mailto:dhonsitemanager@gmail.com)>

Mon, Jan 26, 2026 at 6:06 PM

Hi Lisa,

Thanks for this update. Meredith and I have been meaning to give you a call regarding some of what you mentioned here. What time are you usually in the office until? Meredith generally gets home from work a little before 5.

[Quoted text hidden]

---

**Bruce Scott** <[bruce949@gmail.com](mailto:bruce949@gmail.com)>  
To: Meredith Scott <[meredith949@gmail.com](mailto:meredith949@gmail.com)>

Mon, Jan 26, 2026 at 6:07 PM

Forgot to cc you on my reply.

----- Forwarded message -----

From: **Bruce Scott** <[bruce949@gmail.com](mailto:bruce949@gmail.com)>

[Quoted text hidden]

[Quoted text hidden]

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**Bruce Scott** <[bruce949@gmail.com](mailto:bruce949@gmail.com)>  
To: "Pulido, Juan" <[Juan.Pulido@sedgwick.com](mailto:Juan.Pulido@sedgwick.com)>  
Cc: Lisa Benz <[dhonsitemanager@gmail.com](mailto:dhonsitemanager@gmail.com)>, "Cisneros, Lorena" <[Lorena.Cisneros@gswater.com](mailto:Lorena.Cisneros@gswater.com)>  
Bcc: Meredith Scott <[meredith949@gmail.com](mailto:meredith949@gmail.com)>

Mon, Jan 26, 2026 at 6:09 PM

Hello Juan,

Please let me know if I should be reaching out to someone else regarding a status update.

Thank you,

Bruce Scott

[Quoted text hidden]

---

**Bruce Scott** <[bruce949@gmail.com](mailto:bruce949@gmail.com)>  
To: Lisa Benz <[dhonsitemanager@gmail.com](mailto:dhonsitemanager@gmail.com)>

Mon, Jan 26, 2026 at 6:18 PM

Oh, also, specifically regarding your conversations with GSWC, if you can remember and write down some of the things you asked and what they told you it would be great to document it in a response to them. I've found it's usually helpful to have a paper trail to refer to when dealing with an agency or company like this.

[Quoted text hidden]

---

**Lisa Benz** <[dhonsitemanager@gmail.com](mailto:dhonsitemanager@gmail.com)>  
To: Bruce Scott <[bruce949@gmail.com](mailto:bruce949@gmail.com)>

Mon, Jan 26, 2026 at 8:42 PM

Hello,

The office closes at 12 but I can take a call later, not a problem.

Conversations with GS are very hard to follow but basically they say it is not their responsibility to determine who gets charged what. I'm really beginning to think there will be no end to this issue.

Warm Regards,

*Lisa Benz*

Daisy Hill On-Site Manager

MARK IV Systems, Inc.

1595 Los Osos Valley Rd.

Los Osos, CA 93402

Ph: (805) 528-1551

Fax: (805)439-0288

[DHonsitemanager@gmail.com](mailto:DHonsitemanager@gmail.com)

[Quoted text hidden]

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**Pulido, Juan** <[Juan.Pulido@sedgwick.com](mailto:Juan.Pulido@sedgwick.com)>

Tue, Jan 27, 2026 at 6:19 PM

To: Bruce Scott <[bruce949@gmail.com](mailto:bruce949@gmail.com)>

Cc: Lisa Benz <[dhonsitemanager@gmail.com](mailto:dhonsitemanager@gmail.com)>, "Cisneros, Lorena" <[Lorena.Cisneros@gswater.com](mailto:Lorena.Cisneros@gswater.com)>

Hello,

Thank you for your patience while we completed our review of this matter. We understand how important this claim is to you and appreciate the time you allowed us while we completed our investigation.

After carefully reviewing all available information related to the incident, we have determined that the claim will be denied. Please find the attached denial letter, which outlines the reasoning behind this decision.

If you have any, please feel free to reach out.

[Quoted text hidden]

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 **Denial Letter- Daisy Hill Mobile Park1.pdf**  
112K

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**Bruce Scott** <[bruce949@gmail.com](mailto:bruce949@gmail.com)>

Wed, Jan 28, 2026 at 1:05 PM

To: Lisa Benz <[dhonsitemanager@gmail.com](mailto:dhonsitemanager@gmail.com)>, Meredith Scott <[meredith949@gmail.com](mailto:meredith949@gmail.com)>

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## Daisy Hill MHP — Request for 3-cycle leak/high-bill credit to master account (Space 35B)

15 messages

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**Bruce Scott** <bruce949@gmail.com>

Tue, Feb 3, 2026 at 5:59 PM

To: customerservice@gswater.com

Cc: Lisa Benz <DHonsitemanager@gmail.com>, "Cisneros, Lorena" <Lorena.Cisneros@gswater.com>, Meredith Scott <meredith949@gmail.com>

Hello Golden State Water,

On behalf of Space 35B at Daisy Hill Mobile Home Park (master-metered), I'm requesting a good-will leak/high-bill credit to the park's master account for pass-through to the resident. This request is without prejudice to any rights or claims.

Context, timeline and pertinent facts:

- Resident: 80-year-old, low-income; typical water bill ≈ \$42/mo.
- Initial visible leak: Found and repaired July 3 (invoice attached).
- Second, unnoticed leak: Due to sand substrate, remained invisible until abnormal usage was recognized late July; then repaired (invoice attached).
- Repair costs: Approximately \$1,000 out of pocket.
- Billing lag: Park bills submeter usage is about two months in arrears, which delayed detection and magnified charges.

Three affected billing cycles (master account → pass-through):

- September \$396.43, October \$355.42, November \$1,134.61 (total \$1,886.46).
- Baseline (≈ \$42 × 3 = \$126.00).
- Requested credit: \$1,760.46 (\$1,886.46 – \$126.00) to the master account, to be passed through to Space 35B, and waiver of any late fees tied to these cycles.

We are seeking this cooperative resolution in lieu of further escalation with Sedgwick and the CPUC at this time, contingent on a prompt adjustment; this does not waive any rights.

I've attached bills for Sept., Oct. and Nov. Please let us know if there is further documentation that you'd like us to provide.

Please confirm receipt and the process/timing to apply the \$1,760.46 master-account credit and pass-through. A written response within 10 calendar days would be much appreciated.

Thank you,

Bruce Scott

[bruce949@gmail.com](mailto:bruce949@gmail.com)

cc: Lisa Benz, Daisy Hill On-Site Manager

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**Inquiry, Customer** <CustomerInquiry@gswater.com>  
To: Bruce Scott <bruce949@gmail.com>

Thu, Feb 5, 2026 at 7:52 AM

Dear Bruce,

Thank you for your email. The Customer Service Center is in receipt of your email and has been forwarded to the attention of our Corresponding Department for review. Since the email is being forwarded, please allow for a response so that the appropriate individuals may receive and respond to your inquiry.

If you have any other questions, please feel free to call our 24 hour Customer Service Center at 800-999-4033 and one of our customer service representatives will be happy to assist you.

Thank you.

Mary Ann

Customer Service

Golden State Water Company



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**From:** Bruce Scott <bruce949@gmail.com>  
**Sent:** Tuesday, February 3, 2026 5:59 PM  
**To:** .Aswater - Customerservice <CustomService\_ASWater@gswater.com>  
**Cc:** Lisa Benz <DHonsitemanager@gmail.com>; Cisneros, Lorena <Lorena.Cisneros@gswater.com>; Meredith Scott <meredith949@gmail.com>  
**Subject:** Daisy Hill MHP — Request for 3-cycle leak/high-bill credit to master account (Space 35B)

**EXTERNAL EMAIL**

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**This Message Is From An External Sender**

**Lisa Benz** <dhonsitemanager@gmail.com>  
To: Bruce Scott <bruce949@gmail.com>

Mon, Feb 16, 2026 at 3:04 PM

Hello Bruce,

I received a second denial letter.

Warm Regards,

*Lisa Benz*

Daisy Hill On-Site Manager

MARK IV Systems, Inc.

1595 Los Osos Valley Rd.

Los Osos, CA 93402

Ph: (805) 528-1551

Fax: (805)439-0288

[DHonsitemanager@gmail.com](mailto:DHonsitemanager@gmail.com)

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**Bruce Scott** <bruce949@gmail.com>  
To: Lisa Benz <dhonsitemanager@gmail.com>

Mon, Feb 16, 2026 at 3:09 PM

Regarding this specific request? Any chance you could forward it to me?

[Quoted text hidden]

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**Lisa Benz** <dhonsitemanager@gmail.com>  
To: Bruce Scott <bruce949@gmail.com>

Mon, Feb 16, 2026 at 3:11 PM

Hello,

I can tomorrow when I'm in the office. It reads the same as the last one. I was a bit confused as to why they sent me another.

Warm Regards,

*Lisa Benz*

Daisy Hill On-Site Manager

MARK IV Systems, Inc.

1595 Los Osos Valley Rd.

Los Osos, CA 93402

Ph: (805) 528-1551

Fax: (805)439-0288

[DHonsitemanager@gmail.com](mailto:DHonsitemanager@gmail.com)

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**Inquiry, Customer** <CustomerInquiry@gswater.com>  
To: Bruce Scott <bruce949@gmail.com>

Tue, Feb 17, 2026 at 7:23 AM

Dear Bruce,

Thank you for your email. Notes on the account advise the leak adjustment request was denied. Please reach out to the Mobile Park property Management. If you have any other questions, please feel free to call our 24 hour Customer Service Center at 800-999-4033 and one of our customer service representatives will be happy to assist you.

Thank you.

Mary Ann

Customer Service

Golden State Water Company

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**From:** Bruce Scott <bruce949@gmail.com>  
**Sent:** Monday, February 16, 2026 2:47 PM  
**To:** Inquiry, Customer <CustomerInquiry@gswater.com>  
**Cc:** Cisneros, Lorena <Lorena.Cisneros@gswater.com>; Lisa Benz <DHonsitemanager@gmail.com>; Meredith Scott <meredith949@gmail.com>  
**Subject:** Re: Daisy Hill MHP — Request for 3-cycle leak/high-bill credit to master account (Space 35B)

[Quoted text hidden]

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**Lisa Benz** <dhonsitemanager@gmail.com>  
To: Bruce Scott <bruce949@gmail.com>

Tue, Feb 17, 2026 at 9:56 AM

Good Morning,

Please see attached 2nd denial letter from Sedgwick.

Warm Regards,

*Lisa Benz*

Daisy Hill On-Site Manager

MARK IV Systems, Inc.

1595 Los Osos Valley Rd.

Los Osos, CA 93402

Ph: (805) 528-1551

Fax: (805)439-0288

DHonsitemanager@gmail.com

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 **Sedgwick 2026.pdf**  
99K

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**Bruce Scott** <bruce949@gmail.com>

Thu, Feb 19, 2026 at 1:43 PM

To: "Inquiry, Customer" <CustomerInquiry@gswater.com>

Cc: "Cisneros, Lorena" <Lorena.Cisneros@gswater.com>, "Pulido, Juan" <juan.pulido@sedgwick.com>, Lisa Benz <DHonsitemanager@gmail.com>, Meredith Scott <meredith949@gmail.com>

Hello,

We received your denial/deflection to Daisy Hill. We dispute that this is solely a park matter and we are preserving all rights while we compile additional documentation. Please treat this email as notice that we will provide a substantive response within 7–10 days. In the meantime, please preserve all records relating to service conditions and any PRV/pressure changes impacting Daisy Hill for June–November 2025.

Thank you,

Bruce

[Quoted text hidden]

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**Inquiry, Customer** <CustomerInquiry@gswater.com>

Mon, Feb 23, 2026 at 6:01 AM

To: Bruce Scott <bruce949@gmail.com>

Thank you for your email. The Customer Service Center is in receipt of your email and has been forwarded to the attention of our Corresponding Department for review. Since the email is being forwarded, please allow for a response so that the appropriate individuals may receive and respond to your inquiry.

If you have any other questions, please feel free to call our 24 hour Customer Service Center at 800-999-4033 and one of our customer service representatives will be happy to assist you.

Thank you.

Mary Ann

Customer Service

Golden State Water Company

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**From:** Bruce Scott <bruce949@gmail.com>  
**Sent:** Thursday, February 19, 2026 1:43 PM  
**To:** Inquiry, Customer <CustomerInquiry@gswater.com>  
**Cc:** Cisneros, Lorena <Lorena.Cisneros@gswater.com>; Pulido, Juan <juan.pulido@sedgwick.com>; Lisa Benz <DHonsitemanager@gmail.com>; Meredith Scott <meredith949@gmail.com>  
**Subject:** Re: Daisy Hill MHP — Request for 3-cycle leak/high-bill credit to master account (Space 35B)

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**Bruce Scott** <bruce949@gmail.com>  
To: Lisa Benz <dhonsitemanager@gmail.com>

Mon, Mar 2, 2026 at 4:54 PM

Hi Lisa,

I'm working on a response to escalate the water bill issue with GSWC executives and the state agencies—it strikes me as borderline unethical how they're holding a senior citizen on a fixed budget responsible for an issue that so far amounts to 10% of her yearly income. Especially when they have customer assistance programs and it's not uncommon for public water agencies to forgive bills that resulted from big water leaks that have proof of repair. Also, Sedgwick, their insurance firm didn'tt properly investigate the issue or provide quantitative results to the questions I had about water pressure readings.

Before I reply to them I do have some more questions about this that I hope you can help me with. You had mentioned water work done outside the park on July 2. Do you have a notice or any other sort of documentation that I can refer to? Or did they just tell you verbally? I received conflicting information from GSWC, acknowledging it at first and then later denying any work outside the park around that date.

Also, was this the same issue that the park received a \$500 credit from GSWC, with your follow-up grievance because it was too little? Or was that from a different issue?

Thanks!

Bruce  
[Quoted text hidden]

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**Lisa Benz** <dhonsitemanager@gmail.com>  
To: Bruce Scott <bruce949@gmail.com>

Mon, Mar 2, 2026 at 5:10 PM

Hello,

I had received that information verbally from Golden State Water. I informed them that on July 2nd our park's water surged and they confirmed that work was being done outside the park. They had not sent out any notices prior, I don't think they realized it would affect us.

The \$500.00 credit was directly related to that surge because we had to fix a leak in the community pipes outside the office. Our bill was extremely high from that surge

but they only gave us \$500.00

Warm Regards,

*Lisa Benz*

Daisy Hill On-Site Manager

MARK IV Systems, Inc.

1595 Los Osos Valley Rd.

Los Osos, CA 93402

Ph: (805) 528-1551

Fax: (805)439-0288

[DHonsitemanager@gmail.com](mailto:DHonsitemanager@gmail.com)

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**Bruce Scott** <[bruce949@gmail.com](mailto:bruce949@gmail.com)>  
To: Lisa Benz <[dhonsitemanager@gmail.com](mailto:dhonsitemanager@gmail.com)>

Tue, Mar 3, 2026 at 4:26 PM

Great, thank you!

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**Automatic reply: Executive escalation needed: surge-related \$3,083 hardship for elderly resident — proportional relief (Daisy Hill / 35B)**

13 messages

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**Nutting, Katherine** <Katherine.Nutting@gswater.com>  
To: Bruce Scott <bruce949@gmail.com>

Mon, Mar 9, 2026 at 8:49 PM

I am out of the office until March 12, 2026. I will have periodic access to email. If you need immediate assistance please contact Jonathan Prieto at [jonathan.prieto@gswater.com](mailto:jonathan.prieto@gswater.com) or Christina Castillo at [Christina.Castillo@gswater.com](mailto:Christina.Castillo@gswater.com).

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**Bruce Scott** <bruce949@gmail.com>  
To: [jonathan.prieto@gswater.com](mailto:jonathan.prieto@gswater.com), [Christina.Castillo@gswater.com](mailto:Christina.Castillo@gswater.com)  
Cc: Lisa Benz <DHonsitemanager@gmail.com>, [customerservice@gswater.com](mailto:customerservice@gswater.com)

Tue, Mar 10, 2026 at 1:22 PM

Hello Jonathan and Christina,

I'm escalating this because a matter has stalled at customer service and we need an authorized decision-maker to review it.

Daisy Hill Estates (GSWC master-account customer) reports their park experienced a water pressure surge on 7/2/2025. When the On-Site Manager reported the surge, GSWC verbally confirmed that work was being performed outside the park at that time and indicated it affected service to the park. The park's master bill spiked, the park had to repair a community pipe leak outside the office, and GSWC issued a \$500 credit related to that surge.

Resident hardship: Diane Draeger (Space 35B, age 80, low-income) experienced a plumbing blowout at the same time and had it repaired on 7/3/2025, followed by additional leak repairs once the issue was identified, totaling approximately \$1,000 out of pocket. Diane now carries a water-related balance of \$3,083.12. Daisy Hill is not adding additional late fees at this time, but they do expect the balance to be paid in full if no relief is provided by GSWC, which is a significant hardship relative to the resident's income.

Request: Please assign an escalation owner with authority to address master-account adjustments and provide a written response. Specifically, we request:

1. A master-account review/adjustment and a proportional credit for pass-through to Space 35B, consistent with the surge-related credit already issued to the park; and
2. Clear written guidance on the documentation required to evaluate this request (e.g., which billing cycles and what repair proof you need).

Customer service advised only that the leak adjustment request was denied and to contact the mobile home park. That response does not address the master-account surge credit history or the hardship created by the resulting balance.

Please respond in writing within 10 calendar days with the assigned escalation contact and next steps.

Thank you,  
Bruce Scott

On behalf of Diane Draeger, Space 35B, Daisy Hill Mobile Home Park

With permission to communicate about this matter on the park's behalf by Lisa Benz, On-site Manager at Daisy Hills

Park  
949-933-9341  
[bruce949@gmail.com](mailto:bruce949@gmail.com)

cc: [customerservice@gswater.com](mailto:customerservice@gswater.com)

cc: Lisa Benz, On-Site Manager, Daisy Hill MHP (has previously authorized )

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**Inquiry, Customer** <[CustomerInquiry@gswater.com](mailto:CustomerInquiry@gswater.com)>  
To: "[bruce949@gmail.com](mailto:bruce949@gmail.com)" <[bruce949@gmail.com](mailto:bruce949@gmail.com)>  
Cc: "[DHonsitemanager@gmail.com](mailto:DHonsitemanager@gmail.com)" <[DHonsitemanager@gmail.com](mailto:DHonsitemanager@gmail.com)>

Wed, Mar 18, 2026 at 4:09 PM

Hello,

After a thorough review, a denial letter dated January 27, 2026, from Sedgewick Insurance for claim 4A2512112VP-0001 was sent to Daisy Hill Mobile Home Park.

The review found no evidence that water pressure supplied by Golden State Water Company exceeded normal operating standards during the month of July 2025. According to Sedgewick's findings, it has been confirmed that the incident was not caused by Golden State Water. Therefore, we are unable to approve the additional adjustment being requested.

As Daisy Hill Mobile Park is the customer of record for this service, they will be the appropriate point of contact to address the billing delays you mentioned.

Thank you,

Golden State Water

---

**From:** Bruce Scott <[bruce949@gmail.com](mailto:bruce949@gmail.com)>  
**Sent:** Tuesday, March 10, 2026 1:22 PM  
**To:** Prieto, Jonathan <[Jonathan.Prieto@gswater.com](mailto:Jonathan.Prieto@gswater.com)>; Castillo, Christina <[Christina.Castillo@gswater.com](mailto:Christina.Castillo@gswater.com)>  
**Cc:** Lisa Benz <[DHonsitemanager@gmail.com](mailto:DHonsitemanager@gmail.com)>; .Aswater - Customerservice <[CustomService\\_ASWater@gswater.com](mailto:CustomService_ASWater@gswater.com)>  
**Subject:** Fwd: Automatic reply: Executive escalation needed: surge-related \$3,083 hardship for elderly resident — proportional relief (Daisy Hill / 35B)

**EXTERNAL EMAIL**

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Hello Jonathan and Christina,

I'm escalating this because a matter has stalled at customer service and we need an authorized decision-maker to review it.

Daisy Hill Estates (GSWC master-account customer) reports their park experienced a water pressure surge on 7/2/2025. When the On-Site Manager reported the surge, GSWC verbally confirmed that work was being performed outside the park at that time and indicated it affected service to the park. The park's master bill spiked, the park had to repair a community pipe leak outside the office, and GSWC issued a \$500 credit related to that surge.

Resident hardship: Diane Draeger (Space 35B, age 80, low-income) experienced a plumbing blowout at the same time and had it repaired on 7/3/2025, followed by additional leak repairs once the issue was identified, totaling approximately \$1,000 out of pocket. Diane now carries a water-related balance of \$3,083.12. Daisy Hill is not adding additional late fees at this time, but they do expect the balance to be paid in full if no relief is provided by GSWC, which is a significant hardship relative to the resident's income.

Request: Please assign an escalation owner with authority to address master-account adjustments and provide a written response. Specifically, we request:

1. A master-account review/adjustment and a proportional credit for pass-through to Space 35B, consistent with the surge-related credit already issued to the park; and
2. Clear written guidance on the documentation required to evaluate this request (e.g., which billing cycles and what repair proof you need).

Customer service advised only that the leak adjustment request was denied and to contact the mobile home park. That response does not address the master-account surge credit history or the hardship created by the resulting balance.

Please respond in writing within 10 calendar days with the assigned escalation contact and next steps.

Thank you,  
Bruce Scott  
On behalf of Diane Draeger, Space 35B, Daisy Hill Mobile Home Park  
With permission to communicate about this matter on the park's behalf by Lisa Benz, On-site Manager at Daisy Hills Park  
949-933-9341  
[bruce949@gmail.com](mailto:bruce949@gmail.com)

This message and any attached documents contain certain information from American States Water Company and its subsidiary companies that may be confidential and/or privileged. If you are not the intended recipient, you may not read, copy, distribute or use this information. If you have received this transmission in error, please notify the sender immediately by reply e-mail and then delete this message.

---

**Lisa Benz** <[dhonsitemanager@gmail.com](mailto:dhonsitemanager@gmail.com)>  
To: "Inquiry, Customer" <[CustomerInquiry@gswater.com](mailto:CustomerInquiry@gswater.com)>  
Cc: "[bruce949@gmail.com](mailto:bruce949@gmail.com)" <[bruce949@gmail.com](mailto:bruce949@gmail.com)>

Thu, Mar 19, 2026 at 10:51 AM

Good Morning,

After reading this I can't believe you are implying that we are lying about the water surge. We had Golden State Water out here 3 separate times to adjust the water pressure in July because it was way too high and many residents were having hoses blow and irrigation lines burst. One resident's shower head blew right off the shower fixture. Golden State Water did work outside of this park and it did cause a very high surge in our water pressure.

Some compensation needs to be made to this resident. The C section of our park has water meters owned by Golden State and the residents in that section of the park receive their water bills directly from Golden State. I know of a resident in that section that had a leak and received a charge in the thousands. He called up Golden State, made a claim and got compensated for half of the charge.

Why is it that you are not at least compensating this resident for half of her charges that were a direct cause of the surge caused by Golden State in July of 2025?

Warm Regards,

*Lisa Benz*

Daisy Hill On-Site Manager

MARK IV Systems, Inc.

1595 Los Osos Valley Rd.

Los Osos, CA 93402

Ph: (805) 528-1551

Fax: (805)439-0288

[DHonsitemanager@gmail.com](mailto:DHonsitemanager@gmail.com)

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**Bruce Scott** <[bruce949@gmail.com](mailto:bruce949@gmail.com)>  
To: Bruce Scott <[bruce@thecoopagency.com](mailto:bruce@thecoopagency.com)>

Mon, Mar 23, 2026 at 11:34 AM

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**Lisa Benz** <[dhonsitemanager@gmail.com](mailto:dhonsitemanager@gmail.com)>  
To: Bruce Scott <[bruce949@gmail.com](mailto:bruce949@gmail.com)>

Wed, Mar 25, 2026 at 9:49 AM

Good Morning,

Well at least we got a response. 😊

Warm Regards,

*Lisa Benz*

Daisy Hill On-Site Manager

MARK IV Systems, Inc.

1595 Los Osos Valley Rd.

Los Osos, CA 93402

Ph: (805) 528-1551

Fax: (805)439-0288

[DHonsitemanager@gmail.com](mailto:DHonsitemanager@gmail.com)

----- Forwarded message -----

From: **Inquiry, Customer** <[CustomerInquiry@gswater.com](mailto:CustomerInquiry@gswater.com)>

Date: Sun, Mar 22, 2026 at 7:42 AM

Subject: RE: FW: Automatic reply: Executive escalation needed: surge-related \$3,083 hardship for elderly resident — proportional relief (Daisy Hill / 35B)

To: Lisa Benz <[dhonsitemanager@gmail.com](mailto:dhonsitemanager@gmail.com)>

Dear Lisa,

Thank you for your email. The Customer Service Center is in receipt of your email and has been forwarded to the attention of our Corresponding Department for review. Since the email is being forwarded, please allow for a response so that the appropriate individuals may receive and respond to your inquiry.

If you have any other questions, please feel free to call our 24 hour Customer Service Center at 800-999-4033 and one of our customer service representatives will be happy to assist you.

Thank you.

Mary Ann

Customer Service

Golden State Water Company

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**From:** Lisa Benz <dhonsitemanager@gmail.com>  
**Sent:** Thursday, March 19, 2026 10:52 AM  
**To:** Inquiry, Customer <CustomerInquiry@gswater.com>  
**Cc:** bruce949@gmail.com

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**Bruce Scott** <bruce949@gmail.com>  
To: Lisa Benz <dhonsitemanager@gmail.com>

Wed, Mar 25, 2026 at 1:27 PM

Hi Lisa,

Thanks for your follow up on this. I had escalated to one set of executives now I'll be escalating to another set and including the CPUC .

[Quoted text hidden]

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**Bruce Scott** <bruce949@gmail.com>  
To: Bruce Scott <bruce@thecoopagency.com>

Thu, Mar 26, 2026 at 1:00 PM

[Quoted text hidden]

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**Bruce Scott** <bruce949@gmail.com>  
To: Lisa Benz <dhonsitemanager@gmail.com>

Tue, Mar 31, 2026 at 2:39 PM

Hi Lisa,

It's clear that GSWC just arbitrarily dismisses issues like this and assumes these annoyances will just go away, and I won't stop pushing back on that type of bully behavior. Will you do me a favor and read this next draft that I'll be sending to another set of executives and to the CPUC and CA insurance regulators, and let me know if there's anything that needs to be adjusted?

--

Subject: Formal Escalation – Unresolved Claim / Space 35B, Daisy Hill Mobile Home Park – Diane Draeger

Dear (TBD),

I am writing on behalf of my mother-in-law, Diane Draeger, a resident at Space 35B, Daisy Hill Mobile Home Park, 1595 Los Osos Valley Rd., Los Osos, CA 93402. I am escalating this matter directly to your office because previous outreach to GSWC leadership has been redirected to customer service and met with a dismissive, form-letter response that does not adequately address the substance of our concerns.

To be direct: I do not intend to let this matter drop, and I want to make clear that GSWC's current position is both factually unsupported and, frankly, unconscionable given the circumstances.

#### BACKGROUND

Following work performed by GSWC on or around July 2, 2025, Daisy Hill Mobile Home Park experienced a significant pressure surge. Within 24 hours, Diane's irrigation line at Space 35B failed and required immediate plumbing repair. A second leak, concealed by the sand substrate, was discovered shortly after. Combined plumbing repair costs totaled approximately \$1,000. The resulting water usage spike generated excess charges of approximately \$1,886.46 across three billing cycles. Diane's current outstanding balance has now grown to \$3,083.12.

Diane is 82 years old. Her total gross annual income is \$37,920. This bill represents a devastating financial hardship.

#### NEW EVIDENCE GSWC HAS NOT ADDRESSED

Since the Sedgwick denial was issued, significant new information has come to light that directly contradicts the basis for that denial:

1. GSWC dispatched crews to Daisy Hill on three separate occasions in July 2025 to adjust water pressure because it was reported as excessively high. Multiple residents experienced blown hoses, burst irrigation lines, and at least one resident had a shower head blow completely off the fixture. GSWC's own service records from these visits exist and should be producible.
2. A resident in the C-section of Daisy Hill—a direct GSWC customer—experienced a similar leak during this same period, filed a claim with GSWC, and received compensation for approximately half of the resulting charges. GSWC has therefore already acknowledged, through its own claims conduct, that this pressure event caused resident damage—while simultaneously denying the same relief to Diane solely because she is a submetered resident rather than a direct account holder. That is disparate treatment, and it is indefensible.

Sedgwick's denial letter characterizes the damage as likely caused by "wear, deterioration, or pre-existing conditions." That conclusion is flatly inconsistent with GSWC's own operational response—three pressure-adjustment service calls in the same month—and with GSWC's decision to compensate another resident for the same type of incident.

#### FORMAL ACTIONS BEING INITIATED

I want to be transparent about the steps I am now taking:

- I am filing a formal complaint with the California Public Utilities Commission against Golden State Water Company regarding this pressure event, GSWC's refusal to provide pressure data, and the inequitable treatment of submetered residents.

- I am filing a complaint with the California Department of Insurance, Claims Service Bureau, regarding Sedgwick's handling and denial of claim 4A2512112VP-0001, which I believe failed to adequately investigate the evidence presented and relied on a conclusory "wear and tear" rationale that is contradicted by the facts now on record.

If this matter remains unresolved, my next step will be to bring it to the attention of local and regional media, including KSBY News, the San Luis Obispo Tribune, and relevant consumer advocacy forums. The facts here—an 82-year-old woman on a fixed income facing a \$3,083 water bill, and resultant late payment penalties, after a utility pressure surge, while GSWC quietly compensated another resident for the same event—are exactly the kind of story that regional journalists cover.

#### WHAT I AM ASKING FOR

I am requesting a substantive response from someone with actual decision-making authority within 10 business days of this email. Specifically:

1. A meaningful credit to Daisy Hill's master account for the three spike billing cycles (September–November 2025), to be passed through to Space 35B—consistent with the relief GSWC extended to the C-section resident under similar circumstances.
2. Written confirmation of the service visits made to Daisy Hill in July 2025 and the pressure readings recorded during those visits.

I have maintained a thorough paper trail throughout this process and am prepared to pursue every available channel until this is resolved fairly. I would strongly prefer to resolve this directly with GSWC, and I remain open to a good-faith conversation. But I will not accept continued deflection.

Thank you for your attention to this matter.

Respectfully,

Bruce Scott  
949-933-9341

[bruce949@gmail.com](mailto:bruce949@gmail.com)

Advocating on behalf of Diane Draeger, Space 35B, Daisy Hill Mobile Home Park

cc: Lisa Benz, Daisy Hill On-Site Manager, Master Account Customer

cc: [customerservice@gswater.com](mailto:customerservice@gswater.com), [Juan.Pulido@sedgwick.com](mailto:Juan.Pulido@sedgwick.com), [sedgwick@sedgwick.com](mailto:sedgwick@sedgwick.com),  
SCMSNIC@SedgwickCMS.com

On Wed, Mar 25, 2026 at 9:50 AM Lisa Benz <[dhonsitemanager@gmail.com](mailto:dhonsitemanager@gmail.com)> wrote:

[Quoted text hidden]

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**Bruce Scott** <[bruce949@gmail.com](mailto:bruce949@gmail.com)>  
To: Meredith Scott <[Meredith949@gmail.com](mailto:Meredith949@gmail.com)>

Tue, Mar 31, 2026 at 2:39 PM

[Quoted text hidden]

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**Lisa Benz** <[dhonsitemanager@gmail.com](mailto:dhonsitemanager@gmail.com)>  
To: Bruce Scott <[bruce949@gmail.com](mailto:bruce949@gmail.com)>

Thu, Apr 2, 2026 at 9:37 AM

Good Morning,

This is perfect and accurate. I sure hope they will at least compensate half for her. On another note...Diane has not yet paid her April charges which include her property tax and sewer charges. At this time she owes \$1469.42 by April 7th. This covers her water charge of \$25.13, Occupancy Fee of \$220.00, Property Tax of \$838.54 and Sewer charge for 6 months of \$385.75. I spoke with her a couple of times and she intended on coming down but I think she must have gotten busy.

Thank you so much for staying on this and looking out for her best interests.

Warm Regards,

*Lisa Benz*

Daisy Hill On-Site Manager

MARK IV Systems, Inc.

1595 Los Osos Valley Rd.

Los Osos, CA 93402

Ph: (805) 528-1551

Fax: (805)439-0288

[DHonsitemanager@gmail.com](mailto:DHonsitemanager@gmail.com)

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**Bruce Scott** <bruce949@gmail.com>  
To: Lisa Benz <dhonsitemanager@gmail.com>

Fri, Apr 3, 2026 at 1:53 PM

Ok thanks for letting us know. I'll have Meredith give her a call and see what's going on.

[Quoted text hidden]

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**Bruce Scott** <bruce949@gmail.com>  
To: Meredith Scott <meredith949@gmail.com>

Fri, Apr 3, 2026 at 1:54 PM

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## Formal Escalation – Unresolved Claim / Space 35B, Daisy Hill Mobile Home Park – Diane Draeger

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**Bruce Scott** <bruce949@gmail.com>

Fri, Apr 3, 2026 at 3:04 PM

To: Jon.Pierotti@gswater.com, Eva.Tang@gswater.com

Cc: Robert.Sprows@gswater.com, Lisa Benz <DHonsitemanager@gmail.com>

Hello Jon and Eva,

I am writing on behalf of my mother-in-law, Diane Draeger (Space 35B), Daisy Hill Mobile Home Park, 1595 Los Osos Valley Rd., Los Osos, CA 93402. I'm escalating to your office because previous outreach to GSWC leadership—Kate Nutting, Paul Rowley, David Schickling, Jonathan Prieto, and Christina Castillo—was redirected to customer service and closed out with a form response that did not address the underlying facts or requested remedy.

To be direct: I do not intend to let this matter drop, and I want to make clear that GSWC's current position is both factually unsupported and, frankly, unconscionable given the circumstances.

### BACKGROUND

Following work performed by GSWC on or around July 2, 2025, Daisy Hill Mobile Home Park experienced a significant pressure surge. Within 24 hours, Diane's irrigation line at Space 35B failed and required immediate plumbing repair. A second leak, concealed by the sand substrate, was discovered shortly after. Combined plumbing repair costs totaled approximately \$1,000. The resulting water usage spike generated excess charges of approximately \$1,886.46 across three billing cycles. Diane's current outstanding balance has now grown to \$3,083.12.

Diane is 82 years old. Her total gross annual income is \$37,920. This bill represents a devastating financial hardship.

### NEW EVIDENCE GSWC HAS NOT ADDRESSED

Since the Sedgwick denial was issued, significant new information has come to light that directly contradicts the basis for that denial, as reported by Daisy Hill management and master account holder, who is CC'd on this communication:

1. GSWC dispatched crews to Daisy Hill on three separate occasions in July 2025 to adjust water pressure because it was reported as excessively high. Multiple residents experienced blown hoses, burst irrigation lines, and at least one resident had a shower head blow completely off the fixture. GSWC's own service records from these visits exist and should be producible.
2. A resident in the C-section of Daisy Hill—a direct GSWC customer—experienced a similar leak during this same period, filed a claim with GSWC, and received compensation for approximately half of the resulting charges. GSWC has therefore already acknowledged, through its own claims conduct, that this pressure event caused resident damage—while simultaneously denying the same relief to Diane solely because she is a submetered resident rather than a direct account holder. That is disparate treatment, and it is indefensible.

Sedgwick's denial letter characterizes the damage as likely caused by "wear, deterioration, or pre-existing conditions." That conclusion is flatly inconsistent with GSWC's own operational response—three pressure-adjustment service calls in the same month—and with GSWC's decision to compensate another resident for the same type of incident.

### FORMAL ACTIONS BEING INITIATED

I want to be transparent about the steps I am now taking:

- I am filing a formal complaint with the California Public Utilities Commission against Golden State Water Company regarding this pressure event, GSWC's refusal to provide pressure data, and the inequitable treatment of submetered residents.

- I am filing a complaint with the California Department of Insurance, Claims Service Bureau, regarding Sedgwick's handling and denial of claim 4A2512112VP-0001, which I believe failed to adequately investigate the evidence presented and relied on a conclusory "wear and tear" rationale that is contradicted by the facts now on record.

If this matter remains unresolved, my next step will be to bring it to the attention of local and regional media, including KSBY News, the San Luis Obispo Tribune, and relevant consumer advocacy forums. The facts here—an 82-year-old woman on a fixed income facing a \$3,083 water bill, and resultant late payment penalties, after a utility pressure surge, while GSWC quietly compensated another resident for the same event—are exactly the kind of story that regional journalists cover.

#### WHAT I AM ASKING FOR

I am requesting a substantive response from someone with actual decision-making authority within 10 business days of this email. Specifically:

1. A meaningful credit to Daisy Hill's master account for the three spike billing cycles (September–November 2025), to be passed through to Space 35B—consistent with the relief GSWC extended to the C-section resident under similar circumstances.
2. Written confirmation of the service visits made to Daisy Hill in July 2025 and the pressure readings recorded during those visits.

I have maintained a thorough paper trail throughout this process and am prepared to pursue every available channel until this is resolved fairly. I would strongly prefer to resolve this directly with GSWC, and I remain open to a good-faith conversation. But I will not accept continued deflection.

Thank you for your attention to this matter.

Respectfully,

Bruce Scott  
949-933-9341

[bruce949@gmail.com](mailto:bruce949@gmail.com)

Advocating on behalf of Diane Draeger, Space 35B, Daisy Hill Mobile Home Park

cc: Lisa Benz, Daisy Hill On-Site Manager, Master Account Customer

cc: [Robert.Sprows@gswater.com](mailto:Robert.Sprows@gswater.com)