

Michael and Elana Laham
22426 Porteras
Mission Viejo, CA 92692

fax 982-5711

October 29, 2002

Robert Koretoff
16320 Downey Avenue
Paramount, CA 90723
FAX 562-220-1048

Dear Robert Koretoff,

On 10/27/02 a neighbor told us that water was spilling out of the drain spouts for the pans underneath the water heater. We checked and noticed that the pan underneath the water heater in your unit is full of water. We saw water dripping from the water heater into the pan. Also, we can hear what sounds like a leak of water spilling from the water heater into the pan. Therefore, we are contacting you to let you know.

Please let us know what you decide you want to do about it.

Sincerely,

The Lahams

31 Oct 02

On 29 Oct 02 I called Michael at work and requested that he inspect the two water connections on top of the water heater to ascertain if this was the origin of the leak complained of.

If this is the problem I can easily repair it without help.

If the water heater needs to be replaced I will have to bring another man to help me; He is not available on weekends.

I received a message yesterday advising me that Michael was "too busy" to comply with my request which would take less than five minutes.

I am sorry, but I too am too busy to drive 45 miles each way just to ascertain the nature and cause of the leak; and, subsequently have to make another 90 mile round trip.

Please co-operate and let me know the origin of the leak so I can arrange for the repair in a timely fashion.

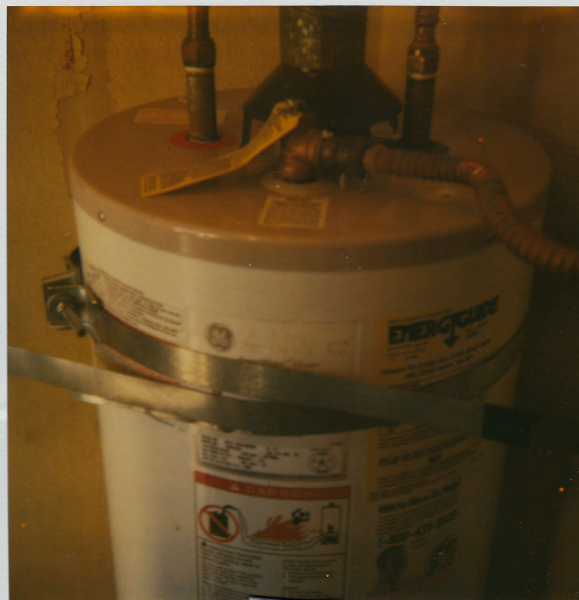
Very truly yours,

R J Koretoff

Date: 10-29-02 Time: 10

Empl. No. 537

- ☐ While reading your meter, usage was noted as "above average" for your residence. Reviewing your consumption habits, checking your toilets for leaks, irrigation system (cycles and times), will prevent unnecessary water waste and high water bills. Please contact our office for water saving tips and information.
- ☐ Today we came to establish/re-establish your water service. Your meter indicated water running inside. Your water has been:
- ☐ Turned off at the house valve (notice on valve) near your hose bib. **Turn on yourself.**
 - ☐ Turned off at the master valve in the meter box. Please **turn on yourself.**
 - ☐ Turned off at the angle stop. Call customer service. **Do not attempt to turn on yourself.**
- ☒ While reading your meter, a water leak was detected on your property. Please check for a running/leaking toilet or contact your plumber for further assistance.



THIS
CAME TO
OUR DOOR
ON 10/29/02
FROM THE WATER
COMPANY

- MICHAEL & ELANA
LAHAM
22426 PORRERAS
MISSION VIEJO, CA
92692