Gmail [redacted]

FOIA

6 messages

[redacted] Wed, Jun 24, 2026 at 11:08 AM
To: [redacted]

Mr. [redacted]

Please see the additional attachments responsive to your requests.

Please let me know that you have received this.

[redacted]
Human Resources Manager
Public Information Manager
City of Harrison
[redacted]

5 attachments

- **Water Anomoly Emails (redacted).pdf** 16057K
- **Water Billing Policy.pdf** 427K
- **Abnormal Consumption Report.pdf** 2987K
- **Account Detail 36 Months.pdf** 1494K
- **Daily Use Report.pdf** 2416K

[redacted] Wed, Jun 24, 2026 at 12:20 PM
To: [redacted]

Mr. [redacted]

I confirm I have received the materials you sent. I am in the process of reviewing them and will follow up in writing.

Thank you,
[redacted]

[Quoted text hidden]

[redacted] Fri, Jun 26, 2026 at 7:38 AM
To: [redacted]

Subject: FOIA Response – Request for Clarification and Additional Records

Mr. [redacted]

Thank you for providing records in response to my Arkansas FOIA request. I have reviewed the materials that were sent.

After going through the documents, several categories of records that were specifically requested do not appear to have been included. To avoid any misunderstanding, I am identifying those items below and asking that you either produce the records or clearly confirm that no such records exist.

1. Meter Accuracy, Calibration, and Maintenance

I did not locate any records showing:

Calibration of the meter

Accuracy testing or verification

Maintenance, repair, or service history

Manufacturer notices or known issues

Any audit or review regarding meter accuracy

If these records exist, please provide them.

If they do not exist, please state that no such records are maintained.

2. High-Usage Investigation Records

While usage data and logs were provided, I did not locate any documentation showing:

An actual investigation into the high usage

Field inspections or technician reports

Leak checks or re-reads

Photographs or observations

Any written analysis explaining how the City determined the cause

Please provide all records that document how the cause of the usage was determined or confirm that no such records exist.

3. Complaint Records (Department-Wide)

No records were provided showing:

Complaint logs or tracking systems

Spreadsheets or databases of complaints

Summaries or reports of recurring issues

Any internal review of patterns involving similar complaints

Please confirm whether these types of records are maintained and provide them if they exist. If not, please clearly state that no responsive records exist.

4. Policies, Procedures, and Training Materials

Other than a limited billing-related document, I did not locate records covering:

Meter reading procedures

Leak adjustment policies

Shutoff procedures

How staff are instructed to handle high-usage complaints

How the City determines whether usage is due to a leak, a fixture, meter error, or another cause

Training materials for staff

Please provide all records in this category or confirm that none exist.

5. Communications and Redactions

I received a set of emails relating to water usage anomalies. However:

Portions appear to be redacted

No explanation for the redactions was provided

The material appears incomplete and not full communication threads

Please:

Confirm that all responsive communications have been produced

Identify the specific legal basis for any redactions

Describe, in general terms, what types of information were withheld

Provide any additional responsive communications that have not yet been produced

6. Records Retention and Destruction

No records were provided for:

Records retention schedules

Destruction logs

Please provide these records or confirm that none exist.

7. Billing Dispute Procedures and Records

I did not locate records describing:

How billing disputes are handled

Who has authority to approve or deny adjustments

Whether disputes are tracked

Any internal review or audit of dispute handling

Please provide these records or confirm that none exist.

Additional Clarification

The records that were provided include hourly usage reflecting continuous low-level usage, including overnight periods when the residence was not in use.

I did not locate any records indicating whether the meter was tested or otherwise verified for accuracy in connection with this condition.

If any such testing or verification has been performed, please provide all related documentation.

FOIA Compliance

If any portion of this request is being withheld or not produced, please provide:

The specific statutory exemption relied upon

A description of the records being withheld

The name and title of the person responsible for that determination

I will continue to communicate regarding this matter in writing.

Please confirm whether additional records will be produced.

Thank you,

[redacted]

[redacted] Fri, Jun 26, 2026 at 10:23 AM
To: [redacted]

Mr. [redacted]

Please see the responses below in **RED.**

[redacted]
Human Resources Manager
Public Information Manager
City of Harrison
[redacted]

From: [redacted]
Sent: Friday, June 26, 2026 7:38 AM
To: [redacted]
Subject: Re: FOIA

Subject: FOIA Response – Request for Clarification and Additional Records

Mr. [redacted]

Thank you for providing records in response to my Arkansas FOIA request. I have reviewed the materials that were sent.

After going through the documents, several categories of records that were specifically requested do not appear to have been included. To avoid any misunderstanding, I am identifying those items below and asking that you either produce the records or clearly confirm that no such records exist.

1. Meter Accuracy, Calibration, and Maintenance

I did not locate any records showing:

Calibration of the meter - No such records exist

Accuracy testing or verification - No such records exist or were requested

Maintenance, repair, or service history - No such records exist

Manufacturer notices or known issues - No notices or known issues have beeen received

Any audit or review regarding meter accuracy - No such records exist

If these records exist, please provide them.

If they do not exist, please state that no such records are maintained.

2. High-Usage Investigation Records

While usage data and logs were provided, I did not locate any documentation showing:

An actual investigation into the high usage - A recheck was performed to check the meter reading was accurate. No further investigation was performed originally.

Field inspections or technician reports - No such records exist

Leak checks or re-reads - A recheck was performed in May 2026 to check that meter was working properly and meter reading was accurate.

Photographs or observations - No such records exist

Any written analysis explaining how the City determined the cause - No case can be determined unless customer identifies. There are numerous possible causes (toilet, garden hose, busted pipe, etc.) If not identified while at the property, we cannot make any determination.

Please provide all records that document how the cause of the usage was determined or confirm that no such records exist.

3. Complaint Records (Department-Wide)

No records were provided showing:

Complaint logs or tracking systems - No such records exist

Spreadsheets or databases of complaints - No such records exist

Summaries or reports of recurring issues - No such records exist or known issues

Any internal review of patterns involving similar complaints - No such records exist or known patterns

Please confirm whether these types of records are maintained and provide them if they exist. If not, please clearly state that no responsive records exist.

4. Policies, Procedures, and Training Materials

Other than a limited billing-related document, I did not locate records covering:

Meter reading procedures - No records exist

Leak adjustment policies - Given in the previous response

Shutoff procedures - No records exist

How staff are instructed to handle high-usage complaints - No records exist

How the City determines whether usage is due to a leak, a fixture, meter error, or another cause - City does not determine except for meter error if bench test is performed. The City only bills for water used.

Training materials for staff - No records exist

Please provide all records in this category or confirm that none exist.

5. Communications and Redactions

I received a set of emails relating to water usage anomalies. However:

Portions appear to be redacted

No explanation for the redactions was provided

The material appears incomplete and not full communication threads

Please:

Confirm that all responsive communications have been produced

Identify the specific legal basis for any redactions - We can not provide other water customers' names, addresses, email addresses, or other personal information.

Describe, in general terms, what types of information were withheld

Provide any additional responsive communications that have not yet been produced

6. Records Retention and Destruction

No records were provided for:

Records retention schedules - No records exist

Destruction logs - No records exist

Please provide these records or confirm that none exist.

7. Billing Dispute Procedures and Records

I did not locate records describing:

How billing disputes are handled - No records exist

Who has authority to approve or deny adjustments - No records exist

Whether disputes are tracked - No records exist

Any internal review or audit of dispute handling - No records exist

[Quoted text hidden]

[redacted] Mon, Jun 29, 2026 at 7:45 AM

To: [redacted]

Subject: FOIA Response – Billing Reliability and Account Adjustment Request

Mr. [redacted]

Thank you for your response and for clarifying the City's position regarding the records I requested.

After reviewing your replies, I want to ensure I understand the implications as they relate to the billing on my account.

Based on your response, the City has indicated that:

- No records exist reflecting meter calibration, accuracy testing, or verification
- No maintenance or audit records exist regarding meter performance
- No meaningful investigation—beyond a basic recheck of the reading—was conducted in response to the unusually high usage
- No written analysis or documentation exists explaining how the cause of the usage was determined
- No formal policies, procedures, or training materials exist governing how high-usage complaints or billing disputes are handled

Taken together, this indicates that the City does not maintain documentation demonstrating that meter measurements are verified for accuracy, nor that abnormal usage events are systematically investigated.

As a result, **the reliability of the usage data underlying the charges on my account—across the affected billing periods—cannot be independently established based on the records available.**

Requested Resolution