

August 31, 2026

TROUBLESHOOTING OUR CITY OF GAINESVILLE TRIM NOTICE AND GRU BILLS

A. Stormwater

Like many property owners, we combined adjacent parcels into a small integrated development.

Our buildings are built off the ground. They are below the grade of the adjacent city sidewalk. There are original and added DETENTION (not “retention”) facilities.

100% of our stormwater is either absorbed at the point of contact with the ground and/or diverted in a controlled fashion to the center of our $\frac{2}{3}$ acre property.

Any amount of rain is either:

- 1) Stored in an integrated array of basins
- 2) Absorbed into our natural undisturbed land next to our basins
- 3) Stored in ur drainfield/driveway with a large underground drainfield

We have inherited and constructed an integrated stormwater management system consisting of basins, drainfields, french drains and natural lushly landscaped beds which capture and retain ALL OF OUR STORMWATER ALL THE TIME. Our property is a semi-ellipsoid capable of containing 164% of our stormwater.

Moreover, the City’s nearby stormwater drains provide absolutely NO SPECIAL BENEFIT to our property Raccoons nest in these open entry ways into the city’s stormwater system.

B. Waterleak

We recently learned that in June 2025, our GRU water bill had spiked and remained elevated. This matter escaped our notice (we have seven (7) GRU accounts).

After receiving a GRU robocall without reference to a particular address warning of a water leak, we received an in person call from a GRU representative.

1. Leak investigation and repair.

We did an immediate and complete in-house leak investigation of the plumbing infrastructure of our identified building. Plumbing contractors quotes from \$400⁰⁰ to \$800⁰⁰—just to locate the leak. They were booked for days in advance.

After installing a shut off at the furthestmost front of our building, we established that the leak had to be underground in the front of our building located fifteen (15) from the sidewalk (which is city property).

For about one week, GRU located and maintained myriad underground facilities in front of our building. Then, a large, and highly skilled, and efficient GRU crew:

- a) Bore under the street and installed a new connection to a 12” water mainline (instead of 4”).
- b) Came back under the street and sidewalk into our front yard with a new water supply line.
- c) Installed a new and larger water meter (which we paid for up front).
- d) After four (4) attempts, a GRU crew leader reconnected our building to the new supplyline coming out of the new GRU meter and the GRU water meter stopped spinning.

- e) GRU employees did a fantastic job resolving a very complex problem. They worked with us and benefited from our complete cooperation and historical knowledge of the site we have occupied for 42 years.
- f) Without such cooperation, the GRU water meter would still be spinning and leaking on city property.
- g) We calculate that we were billed for approximately \$2,000 of water that never reached our building.

2. Discussion

Our original three (3) water meters were installed in the city right-of-way between the sidewalk and street a long time ago. This is contrary to current city policy.

It is likely that a delivery truck jumped the curb to park and drove over the GRU meter causing the underground leak ON CITY PROPERTY in front of our building. An adjacent, large live oak tree likely drew the water into its roots as fast as it leaked, eliminating any surficial evidence of a water leak.

In 2016, at the same building, we removed one (1) of two (2) GRU water meters in order to avoid the monthly customer charges for water and wastewater.

In 2024, we were advised by GRU to enter into a “leave it on” arrangement for unrelated reasons. Our inactive but not removed GRU water meter was then billed \$28⁰⁰/month for water and wastewater customer chargers, even though water consumption through that meter was zero (0). This continued FOR SIXTEEN (16) MONTHS!

GRU issued a credit of \$484⁰⁰ to settle a matter that neither GRU nor we noticed for two (2) years.

For more information regarding adjustment of GRU bills and City of Gainesville stormwater assessments, see whypaygrumore.com.