

County of Contra Costa
Department of Information Technology
30 Douglas Drive
Martinez, Ca. 94553
925-313-1410

Invoice

BILL TO
Home Solutions 4 You Diana Wilde 33 El Gavilan Orinda, CA 94563

DATE	INVOICE #
9/18/2014	9095
Account #	9285

P.O. NO.	TERMS	SITE	LEGAL AGREEMENT	WK AUTH NO.
	Net 30		On File	

ITEM	DESCRIPTION	AMOUNT
Information Technology Operations 1060-9875	Charges for Data Processing Services for the month of August 2014 Sam File	403.43

Thank you for your business.	Total \$403.43
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August 12, 2015

Contra Costa County
Department of Information Technology
30 Douglas Drive
Martinez, CA 94553

Attention: Sherry Garrison:

Invoice # 9095

This letter is in response to your request that I explain why the original invoice dated 9/18/2014 for a SAM file from your department that was issued to me should be canceled and written off.

In August 2014, I contacted your department and requested a SAM file – not the large one for institutions, but the small one for individuals – in order to research properties with outstanding taxes due. I had been informed that the cost would be around \$50.

Over the internet, I received from your office an Excel spreadsheet with 12 + columns **containing long number sequences in each column** that made no sense. Additionally, there were **no column headings** in order to help decipher what the numbers represented in each column. In order to even look at all of these long-numbered columns, I had to move the spreadsheet from left to right out of sight, across my entire computer screen to read all of the columns. I then discovered two ending columns at the far right of the spreadsheet each with different sets of names and addresses. However, in order to try to figure out any numerical information associated with a name and address, I had to scroll back to the left to such an extent that the name and address was way off of the computer screen to the far right. There was no way to identify and focus on one line item and scroll left to right to then try to connect the numbers with the names and addresses of the presumed property addresses and owners. Try as I might, this unwieldy spreadsheet was impossible to decipher.

I sought help over the phone from your IT Dept. personnel. A couple of fellows told me flat out that they could not help me, that they had no idea what all the columns and numbers represented. I then spent many hours over the next several days working with 2 other of your programmers to help me decipher the information. **Nobody could give me definitive answers as to the content of each column across the sheet.** This SAM file seemed to be as much a mystery to them as it was to me. Nor was I able to speak with the programmer inputting the information, as I figured s/he must know the content of each column in this totally unwieldy spreadsheet. So, with no one in your department able to help me decipher this file, I just gave up, which was very disappointing.

On September 8, 2014, my computer crashed. Norm Weiss at Computer Software and Hardware managed to backup and restore some of the software, but all of the programs were lost. The useless SAM file lying dormant on my computer evaporated along with all my other files. See attached invoice.

On September 18, 2014 you issued me a bill for an incredulous \$403.43. I set it aside to deal with later, as I was suffering from a neurological reaction to surgery sedation, which knocked me out of

commission for over 2 months. February 27, 2015, you sent me a friendly reminder about the outstanding balance. Very recently, you contacted me by phone about this bill. I explained to you that **the file was completely unwieldy and un-usable by me, that your staff had experienced similar futility in attempting and failing to decipher the multiple unlabeled columns of long number sequences, plus the file had been erased off of my computer shortly after I had received it.**

You asked me to write this letter for you to present it to the Board of Supervisors in order to have this Invoice written off.

Given the above efforts on my part to decipher this SAM file, the equally frustrating efforts on the part of your IT employees to do the same on my behalf, plus the fact that the SAM file got totally removed from my computer within a short time after, I request that this bill - for nothing, but a lot of wasted time and effort - be written off.

Thank you in advance for your understanding and that of the Board of Supervisors.

Sincerely,



Diana Wilde
33 El Gavilan
Orinda, CA 94563

Computer Software and Hardware

Software Library

Norm Weiss

Of. Equip

43 Moraga Way Suite 201
Orinda, California 94563
Phone (925) 253-1978

DATE: September 11, 2014
INVOICE # 86754

BILL TO:
Diana Wilde
P.O. 725
Orinda, Ca 94563

FOR: Computer

- 5014

DESCRIPTION	HOURS	RATE	AMOUNT
Backup and Restore software Install office 2010 and activate Install Windwos 7 and activate device drivers installed	4.00	90.00	\$ 360.00
SUBTOTAL			\$ 360.00
TAX RATE			9.00%
SALES TAX			32.40
OTHER			
TOTAL			\$ 392.40

pd Visa

THANK YOU FOR YOUR BUSINESS!