

Steven C. Markoff

14450 W. Sunset Blvd., Pacific Palisades, CA 90272

Attn: Animal Regulation
West L.A. Animal Shelter
11361 West Pico Blvd.
Los Angeles, CA 90064

September 24, 2015

Re: **Animal Cruelty Complaint**

Perpetrator: **Jabril Durr** (LA DWP Employee)

Attention Animal Regulation:

This letter is my formal complaint against Mr. Jabril Durr, for attacking our dog Ralph on Aug. 29, 2014.

(I have held off filing this complaint as I have been in substantial contact with the City Attorney/DWP since the incident, hoping they would change their policy that set up the inevitable and unnecessary collision between their meter reader and our dog. The DWP has since told me that their policy has been and remains that their meter readers are required to enter any customer's property (even without notice or an appointment), regardless if the property is locked or posted, and even if there are dogs on the property.)

The DWP admitted that their employee Mr. Durr struck our dog in their letter to me dated Jan. 5, 2015, (see **attachment "A."**). The letter said in part, "We admit our meter reader struck your dog." I believe the other villain here is the DWP which continues their policy of requiring their meter readers without an appointment to go on gated property having dogs.

More specifically, on Aug. 29, 2014, Mr. Durr, an employee of the Los Angeles Department of Water and Power, walked onto our fenced, gated and posted property at 14450 Sunset Blvd. in Pacific Palisades unannounced, despite our entrance being well posted with two "no trespassing" signs, and despite the person being warned that we have dogs. (Our electric gate was open due to tree trimmers on our property.)

That day, Chris Ray, the owner of the tree trimming crew on our property noticed a white truck parked just outside our electric gate with its motor running. Mr. Ray asked one of his workers about the truck and then saw an African-American man walking down our driveway toward our home.

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Mr. Ray asked the man if he had been on the property before, and was told no. He then asked the man if he knew there are dogs on the property. The DWP person then held up something like a wrench and said, "Dogs learn."

A few minutes later, our live-on-our property housekeeper saw our dog Ralph with his face covered in blood and wiped it off. My wife then found Ralph with a cut on his nose still bleeding and with swollen eyes. She saw the DWP man and asked him if he hit our dog. The DWP person responded by holding up a finger and saying, "Once."

Apparently, our 10-year-old dog Ralph, thinking the DWP man was an intruder, probably rushed up to him in an aggressive manner, and although Ralph didn't bite the meter reader, the reader slugged him at least once on the snout with a wrench-like object, which bloodied him.

After the attack on Ralph, I sent a summary email of the incident to the DWP via their web site, and on the Sept. 9, 2014, I sent a formal complaint to the DWP (see attachment, "B").

I hope your department can stop this man from beating ours and other dogs. I believe that the DWP is an accomplice to Ralph's beating.

Please let me know if you would like additional documentation on this sad incident.

Respectfully,



Steven C. Markoff
14450 W. Sunset Blvd, Owner
0-310-587-1470

Attachments:

-Letter from LADWP, dated 1-5-2015

-Formal complaint to LADWP, dated Sept. 9, 2014

Los Angeles  Department of Water & Power

ERIC GARCETTI
Mayor

Commission
MEL LEVINE, *President*
WILLIAM W. FUNDERBURK JR., *Vice President*
JILL BANKS BARAD
MICHAEL F. FLEMING
CHRISTINA E. NOONAN
BARBARA E. MOSCHOS, *Secretary*

MARCIE L. EDWARDS
General Manager

January 5, 2015

Mr. Steven C. Markoff

Subject: August 29, 2014

Dear Mr. Markoff:

I first want to apologize to you and your family on behalf of the Los Angeles Department of Water and Power (LADWP) for the August 29, 2014 events at your residence involving our meter reader. We admit that our meter reader struck your dog, and it is fortunate there was no need to consult a veterinarian. Again, you have our sincere apology.

LADWP management and staff have discussed your request that we change current meter reader policy and rules to prohibit the entry by meter readers onto private property posted with no trespassing or restricted access notices without an appointment. As you may know, the Department serves a population of four million customers and a basic part of our business is the reading of both water and electric meters. A very important part of the practical business relationship between us and our customers includes the ability of meter readers to enter onto private property during regular business hours. We have discussed your request for a policy and rule change and cannot agree to it.

In your case, a review of this matter indicates that we complied with all of our policies, practices, and procedures, nevertheless in an effort to address your concerns and best serve you, LADWP did install a radio frequency meter so that the meter can be read remotely and without regular entry onto your property by a meter reader. The same alternative would be available to other property owners on an as needed basis.

I do want to thank you for your patience and cooperation regarding this matter. On behalf of the LADWP and myself, we wish you the very best.

Sincerely,



Guy Lipa, *Chief of Staff*
Los Angeles Department of Water and Power

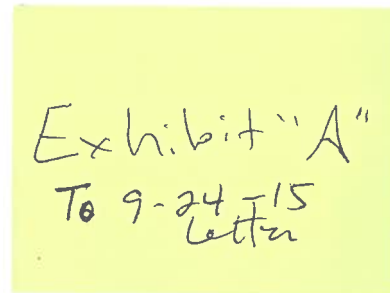


Exhibit "A"
To 9-24-15
letter

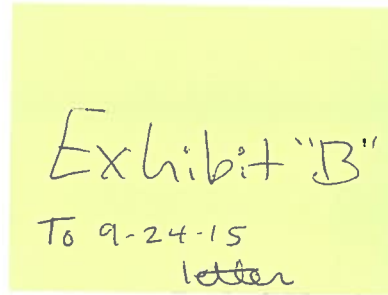
Los Angeles Aqueduct Centennial Celebrating 100 Years of Water 1913-2013

111 N. Hope Street, Los Angeles, California 90012-2607 Mailing address: Box 51111, Los Angeles, CA 90051-5700
Telephone: (213) 367-4211 www.LADWP.com

Steven C. Markoff and Jadwiga Markoff

14450 W. Sunset Blvd., Pacific Palisades, CA 90272

Randy Howard
Interim Executive Director
Customer Service, LADWP
Via email



September 9, 2014

cc: -Marcie Edwards
General Manager, LADWP
with attachments
Via U.S. mail

Re: 8-29-14, DWP employee attack on our dog

Dear Mr. Howard,

The following is a summary of the 8-29-14 attack on our dog, Ralph, by who appeared to be a DWP employee.

On 8-29-14, the day of the attack, I sent a summary email of the attack to the DWP via their website and a copy of that email is attached as "Exhibit A," (please excuse the spelling errors as your site didn't seem to have spell check). I haven't yet received a response from the DWP. The DWP's automatic response is attached as "Exhibit C."

The attack on our dog occurred despite the fact that the entrance to our property is well marked with two NO TRESSPASSING signs, and despite the fact that the DWP employee was just warned that we have dogs on our property when he was entering our property. More specifically:

1. My wife and I live at 14450 Sunset Blvd. in Pacific Palisades.
2. Friday, 8-29-14, at around 11:45 AM, **Chris Ray**, the onsite manager of the tree trimming crew on our property noticed a white truck parked just outside our electric gate with its motor running, Mr. Ray thought the truck was "a white Chevy truck S-10." Our electric gate was open.
3. Mr. Ray asked one of his workers about the truck and then saw an African-American man, he guessed 5'6" or 5'8" and perhaps 140 to 150 lbs., walking down our driveway toward our home.
4. Mr. Ray asked the man if he had been on the property before, and was told no. He then asked the man if he knew there are dogs on the property. The DWP person then held up something like a wrench and said, "Dogs learn."
5. Our live-on-our property housekeeper then saw our dog Ralph with his face covered in blood and wiped it off.

To: Randy Howard

September 9, 2014

Re: 8-29-14, DWP employee attack on our dog

From: Steve Markoff

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6. My wife then found Ralph with a cut on his nose, See "**Exhibit D**" attached, bleeding and with swollen eyes. She saw the DWP man and asked him if he hit our dog. The DWP person responded by holding up a finger and saying, "Only once."

7. It seems that your DWP employee trespassed on our property (I'm told that he arrived unannounced, without an appointment, and walked on our property, despite the property being well marked with two "No Trespassing" signs posted on both sides of our entrance. See the three pictures of those signs and our entrance, attached as **Exhibit "B."** (The dog in two of the photos is Sheila, not Ralph)

8. I'm unaware of any reason the DWP man couldn't have called for an appointment or used the buzzer outside our gate. A picture of the buzzer is shown on the second photo of **Exhibit "B."**

9. I personally confirmed with a sheriff's deputy on 9-1-14 that a posted sign means it's private property, regardless if a gate to that property is open or closed.

10. We consider your employee's assault on our animal and trespassing serious issues, and I have held up filing a police report pending hearing from you.

Please have the appropriate person in your office contact me immediately, as my wife and I are leaving for a multi week trip on 9-14-14.

Respectfully,



Steven C. Markoff
Owner
14450 Sunset Blvd.
0-310-587-1470

Attachments:

- Exhibit A: Summary email of the attack to the LADWP via the LADWP website**
- Exhibit B: Three pictures of "No Trespassing" signs posted on both sides of our entrance**
- Exhibit C: DWP's automatic response**
- Exhibit D: Ralph with a cut on his nose**

Subj: **DWP attack on our dog around 11:45 AM today, 8-29-14.**
Date: 8/29/2014 12:33:45 P.M. Pacific Daylight Time
From: SCMarkoff@aol.com
To: hmarkoff@aol.com
CC: scmarkoff@aol.com

Exhibit "A"

I just sent this to DWP via their web site: 1-800-342-5397 and hung on the line for over 15 minutes.

DWP attack on our dog around 11:45 AM today, 8-29-14.

We live at 14450 Sunset Blvd in Pacific palisades. Today, at around 11:45 AM, on of our works from our tree trimming service notice a white truck parked just out side our electric gate with it's motor running. He asked one of his workers about the truck and then saw an African American, he guessed 5'6" or 5'8" and perhaps 140 to 150 lbs walking down our driveway to our house. Chris Ray, the man in charge of his tree trimming staff asked the DWP man if he knew there are dogs on the property. The DWP person then held up some probable steel wrenches and said "The dogs learned". My wife then found our older dog Ralph with a cut on his nose and bleeding. It appears that your DWP man trespassed on our property (arriving unannounced, with out an appointment, and walked throught our front gate (that was open), despite the two signs on both sides of the gate saying "no trespassing". The DWP man should have either called for an appointment or used the busser out side our gate.

Hitting one of our dowgs on our property, when the man waled in unannounced is an attack that we first need to understand.

We consider this a serious issue and I would appreciate an immediate response, this long weekend, at 760-379-1699, or at my office after Monday, 0-310-587-1470.

Steve Markoff
Owner
14450 Sunset Blvd.



Exhibit "C"

Subj: **RE: DWP attack on our dog [THREAD ID: 1-FLOMF4]**
Date: 8/29/2014 12:32:27 P.M. Pacific Daylight Time
From: ccenter@ladwp.com
To: scmarkoff@aol.com

Dear Steve Markoff,

Thank you for contacting the Los Angeles Department of Water & Power (LADWP). Your email has been submitted and will be reviewed soon. A response will be sent as soon as possible should you require a reply.

To ensure a quicker reply, please include the entire THREAD ID including brackets [] as is provided in the subject line of this email in any and all future emails with the LADWP regarding this matter.

Sincerely,
LADWP Customer Service

Your online message (submitted):

Exhibit "D"



Subj: **Signs/ gate**
Date: 9/4/2014 9:28:37 A.M. Pacific Daylight Time
From: hmarkoff@aol.com
To: SCMarkoff@aol.com

Exhibit "B"

