

January Review Board Hearings

Account: JMC Development LLC 724 Brady Ave D \$676.08

Dispute: Usage normally runs between 3-5000 gallons per month with the exception of one month that had a usage of 12,000 gals. due to a leaking toilet that was fixed. New meter was installed in June and after the readings were very high. Agrees that part may be due to the toilet leak but not all of it.
Requesting a reduction in bill due to meter not reading properly.

Decision: Board decided to give credit in the amount of \$553.56. Customer will pay \$118.62.

Account: Tina Whitaker 1216 Lincoln Ave \$120.00 deposit

Dispute: Customer is requesting deposit of \$120.00 be refunded. Tina claims she paid prior bill and moved from this residence on Sept 7, 2015. According to Water Dept. records, Tina requested service to be disconnected. Meter is located in neighbor's apartment and we had to schedule with that neighbor to remove meter, which was scheduled for the next day. Tina came back to Water dept. and said she did not want the water off because she was cleaning. A meter was placed back in. Tina never notified us when she left the apartment. She paid a bill on 9-17-15 and a new bill was sent out on 9-25-15 for 68.82. When the account was finalized there was another charge of \$43.77. Total amount owed was \$119.47.

Decision: Board decided that Tina owed the bill of \$68.82 and gave credit for \$27.51. Tina does not agree with this decision.

Account: Della Thompson 620 Grandview Ave. \$1405.74

Decision: Della did not show for the hearing. Board decided amount is owed and no further hearings will be allowed.

Account: Claude Rice 411 Linduff \$421.30

Decision: Mr. Rice did not show for the hearing. Board decided amount is owed and no further hearing will be allowed.

Account: Uptown Fashion/Tashoan Coleman 115 S. 4th St. \$3133.62

Decision: Tashoan Coleman did not show for the hearing. Board decided amount is owed and no further hearings will be allowed.

Account: Dawn Zullo 205 S. 4th St. \$850.46

Dispute: 2 separate services at this address for a restaurant and apartments. Dawn called to have lines checked because she thought she was being billed for the apartments on the restaurant side. Water department determined that she was correct but not sure if it was a plumbing change or a billing error since this service was checked before.

Decision: After review of the usage on both accounts the board decided to give a credit for 1047.81.

Account: Gus Kayafas 509 N 4th St \$554.34

Dispute: Originally scheduled hearing because Mr. Kayafas said that the tenant never had a lease to rent his apartment. After further review, it was determined that Nichole Parks, said tenant, did have a lease during the stated period of time. Mr. Kayafas claims we did not send him notices of the delinquencies on his properties. These properties were originally owned by his father, who is now deceased. The notices were sent to his father's address because we were not notified to change the address on file.

Decision: Board decided that Mr. Kayafas is responsible for amount owed since he did not properly notify us of the change of ownership.

Account: William Schaffer 1402 Euclid Ave #2 \$1186.42

Dispute: Mr. Schafer was sent disconnect notices on the account of Tonisha Blue, who was the current tenant. Also, several calls were made to him to assist us with the disconnect. Mr. Schafer claims he did not receive calls and he did come to the office but were of no help to clear the situation. Mr. Schafer also said that he has a land contract with Dawn Zullo, who was also present, and if she would have known she would take care of the situation. Since Mr. Schafer owns the property the notices went to him. They further claim they did not know that they would continue to be billed until the water meter was pulled from the property. They are requesting a refund on bill.

Decision: Board decided that no credit would be given since several attempts were made by the water department to schedule a time to proceed with the disconnect.

Account: Tanya Harris 633 Oakmont \$445.40

Dispute: This hearing is a continuation from a hearing in November. The board wanted to monitor the usage to get a better view on actual usage. Ms. Harris was told to pay her current bills until this hearing, which she did.

Decision: Board decided to credit the account for \$887.60. Ms. Harris is responsible for the remainder of the bill of \$157.41. A payment plan was set up to repay this over 12 months.