

FEBRUARY REVIEW BOARD HEARINGS

**Account:** Donald Thorn                      529/531 Linden Ave.    \$5786.00

**Dispute:** Water department notices that between 12/20/14 and 1/27/15, 64,000 gals of water was consumed at this address. Several notices and bills were sent to notify of leak there was no response. When water dept was notified that the property was vacant, service was disconnected and account finalized. Final bill was \$5786.00. Mr. Thorn acknowledges the bill and would like to have a payment plan. He also stated that the large consumption was due to pipes bursting due to winter weather and no heat being on at the property.

**Decision:** Board agreed to a payment plan for 15 months. Also, 2 of the 3 members agreed to give a credit of \$1323.30 for sewage because of the burst pipes.

**Account:** Phillip Bartemes                      302 Canterbury Blvd.    \$2006.28

**Dispute:** Customer is disputing the bill from 11/25/15 to 1/11/16. Bill shows customer used 100,000 gallons of water. Customer is elderly and lives alone, family states they have searched the home for possible leaks and none were found. Current bill shows normal consumption of 2,000 gallons.

**Decision:** Board gave credit for 96,000 gallons water and sewer since there is no explanation for the spike in consumption.

**Account:** Bridget Winitzer                      1429 Oak Grove Ave.

**Dispute:** In October Bridget received a bill for double her normal consumption of water. She called the water dept. to inquire why her bill was so high and was told the system showed a leak. She was told to get the leak fixed and an adjustment could be made. She was given credit for \$18.93 in sewer credit but she feels this was not enough. She claims that she had no idea of the leak and when she was told she immediately called her landlord to have it fixed.

**Decision:** Board gave an additional credit of \$16.54 for sewer.

**Account:** Candace Smith                      312 Hill Ave

Candace Smith did not show for hearing or cancel ahead of time, therefore is not allowed any additional hearings.

**Account:** Mary Mahfood                      2410 Alexander Manor W    \$108.36

**Dispute:** Mary is disputing her last bill of \$108.36. Claims that since the new meter was installed the readings are wrong. She had estimated bills for 3 months and then an actual bill. In August her bill showed her reading to be zero. Sent someone from the water department to check the meter and it was found not to be reading. The problem was corrected but she still thinks it is wrong.

**Decision:** Board reviewed readings and found no credit was to be given.

<b>Account:</b>	Theresa Comisso	1329 Euclid Ave Apt 1F	\$1015.24 (lien)
		1329 Euclid Ave Apt 2F	\$ 279.38 (lien)
			Balance\$ 328.13

**Dispute:** Theresa is disputing the liens and current balance on property. She inherited this property from her father and thinks she should not be held responsible. She also states that the water was listed in numerous names.

**Decision:** Since the liens were already accessed the board advised that the issue needs to be taken with the county court and there was nothing they could do.