

Utility Review Board Hearing: January 3, 2017

Account: **Natalie Saxon** **1701 Oregon Ave.** **\$818.68**

Dispute: Natalie Saxon was notified of a potential water leak by our department. Letters were sent to notify them. There was no response from the Saxon's and a disconnect letter was issued. A hearing was requested to ask for a payment plan. They claim the issue was a water heater and the issue was just repaired.

Decision: The Board made the following decision: Customer must pay \$409.34 by January 17, 2017. After payment is made a payment plan will be given for 6 months. The customer must pay the current month's charges plus \$139 a month by the due date for 6 months. Failure to do so will result in cancellation of the payment plan and disconnection of water. No further hearings will be held on this matter.