

Utility Review Board Hearings: January 31, 2017

Account: **Jalin Beads** **1111 Claire Ave.** **\$418.97**

Dispute: Customer is disputing having to pay past due bill owed on this property.

Decision: The Board decided that since the customer did not cancel or show for the hearing no further hearings will be held on this matter.

Account: **Property Guys** **2629 Whitehaven Blvd. #2** **\$724.04**

Dispute: Landlord is disputing paying past tenant's bill.

Decision: The Board decided that since the customer did not cancel or show for the hearing no further hearings will be held on this matter.

Account: **Joe Hicks** **1907 Oregon Ave** **\$563.07**

Dispute: Mr. Hicks just moved into this property. First month consumption was 10,000 gallons and the second month was 27,000 gallons. Said a toilet was running in the basement and landlord fixed it.

Decision: The Board decided that since Mr. Hick is a new tenant, penalties will be waived for the next 2 months while a normal average can be determined. After such time the customer must consult with the Utility Billing Manager for sewage relief.

Account: **Christy Ovalle (Straka)** **2208 Cleveland Ave.**

Dispute: Customer is arguing that she should not be responsible for cost of repairing her curb box since it broke while the Meter Dept. was turning it back on after a disconnect.

Decision: In accordance with the City's water policy Section IX.A.D, the customer is responsible for the maintenance of curb box and curb stop.