

Utility Review Board Hearing: 03/27/2018

Account: **Ami Johnson** **496 Lincoln Blvd.**

Dispute: Water Service at this property was disconnected for delinquency. The meter was removed from the property because the curb box valve is not working. Meter Dept. made several attempts to turn the water off and could not gain entry. A warrant was issued to enter the house to remove the meter. In order for water to be restored the balance on the account, the reconnect fee and the curb box needs repaired. Ami states she cannot pay the whole bill plus fix the curb box at this time. She would like to pay \$300 now and have a payment arrangement for the balance. She does not know when she can have the curb box repaired.

Decision: After careful consideration. The Board decided that in accordance with The City of Steubenville's water policy, Section X subsection A.G, the customer must pay the bill in full plus the \$50.00 reconnect fee to restore service.

Account: **Lewis Smith** **341 S. 7th St.**

Dispute: Mr. Lewis states that he purchased this property to demolish it. When he purchased this property all the utilities were turned off. The meter department went to remove the meter before demolition and found it was burst. Mr. Smith was charged \$110 for the burst meter. He claims he never had service at this property and should not be charged.

Decision: The board decided that the meter goes with the property so Mr. Lewis is responsible for the meter charge.

Account: **Barbara Northcraft** **1438 Arlington Ave.**

Dispute: Water service is in Barbara's name but she rents the property. Tenants were supposed to pay the bill. Several Disconnection letters were sent but there is no curb box at this property. She claims she called several times to have water shut off. Meter Department went twice and no one showed to let them in and then went a third time and there were 2 large dogs inside. Finally they were able to get in to remove the meter.

Decicion: The board decided that the customer is responsible for the full balance of the bill.