

Utility Review Board Hearing: December 2018
December 11, 2018

Account: **Jamie Conforti** **715 Woodlawn Rd.**

Dispute: Mr. Conforti was notified of high consumption by the billing department on November 7th. System showed he had a leak but it stopped and then started again. He is upset that he was not notified sooner. It was explained that we notify as soon as we are aware of the problem and he could submit a Leak Adjustment letter to be given credit for a portion of the sewer amount of the bill. He is arguing that he should be given a credit for the water as well since he was not notified.

Decision: In accordance with Section X.A.2.B the Board denied the petition. All water that passes through a meter shall be charged for whether used, lost or stolen. Also, the Billing Department did notify him of the leak as soon as they were aware of it by phone and letter. A credit was given in accordance with the water policy for a portion of the sewer.

Account: **Serena Jett (deceased)** **511 Highland Ave**

Dispute: Ja’Ron Jett, Serena’s son, appeared before the board. He is disputing the amount of the bill and would like to have service disconnected to avoid further charges. The meter dept. has been there several times and determined that the house was occupied. One neighbor said someone was living there another says they come and go. Ja’Ron lives in Dayton, OH and said he stays there when he is in town. He also has a sister that stops by to check on it. There has been no water usage since March 2018.

Decision: They Board decided to allow the water service to be disconnected to avoid further charges. They also issued credit back to April since he has been trying to have the service disconnected.

The following did not show or cancel. No further hearings will be allowed:

Gary Robinson 757 Kendall Ave.- disputing paying bill left by tenant.