

Utility Review Board Hearings: February, 2019

February 12, 2019

Account: **Bridget Rohdes** **4600 Lexington Dr.**

Dispute: On January 23, 2019, Mrs. Rohdes received a call from the water department informing her of high usage. At the time of the high consumption Mrs. Rohdes states that they were out of town from December 23, 2018 to December 31, 2019 and they had turned the main valve off to the house. She also stated that there were 3 line breaks in front of her home during this time.

Decision: After review of the consumption chart, it was determined that the water usage started the on the 24th and continued until the early afternoon on December 31st, which is when Mrs. Rohdes says she returned. The board decided that since there was no evidence of a verifiable break or leak no credit would be given at this time. If something is found that she could present it to the Utility Office for review for potential credit.

February 26,2019

Account: **Lucas Bennette** **1529 Oregon Ave.**

Dispute: The Bennettes are remodeling this property and are not occupying it at this time. Collection Office called to notify them of high consumption. When they went to the property they discovered that the shut off valve had burst. They have fixed the valve and are asking for a reduction of the bill.

Decision: In accordance with Section X.B. of the City's water policy, a credit of \$1299.66 will be given for the sewer portion. All water that was lost must be paid. A payment plan was agreed to for 12 months for the remaining balance.

The following had a hearing scheduled but did not call to cancel or show. Therefore, it was ruled that no further hearings would be allowed on this matter:

Angel West 604 WilKins St. Apt 4.