

**Utility Review Board Hearings: April, 2019**

**April 9, 2019**

**Account: Dennis Milko 1112 Riverview Ave.**

**Dispute:** Mr. Milko is disputing a return trip fee of \$25.00. He claims he did have a work order scheduled to have his meter replaced but was called for an emergency. He states he called the Utility Office and left a message that the basement door would be unlocked.

**Decision:** The board made the decision to refund the return trip fee based on Mr. Milko's good history and not enough evidence to show that he did not make the call to cancel.

**Account: Holly Arajakis 510 Cedar Ave.**

**Dispute:** Customer is disputing past bill from this address. She claims that there was a leak and notified the landlord but he did not fix it in a timely manner. She is asking for some relief in the amount owed.

**Decision:** After careful consideration, the board decided that no relief could be granted for the leak since it was outside the timeframe to request relief, however an amount of \$93.96 will be refunded for late fees that occurred after the leak.

**Account: Francis Hubbard 673 Spring Ave.**

**Dispute:** Customer is disputing usage on bill of 4,000 gallons. She claims she does not have a leak and her usage is usually 1-2,000 gallons.

**Decision:** The board found that there is no grounds to dismiss the charges.

**Teresa Commisso had a hearing scheduled. She failed to call to cancel or show for the hearing. The board decided that there would be no further hearings allowed on this matter.**

**April 23, 2019**

**Account:**

**Linda Arnold**

**2410 Sunset Blvd.**

**Dispute:**

Customer is disputing the usage on her bill of 4,000 gallons of water. She states that she did have a leaky toilet from November to March but she would turn it off after use until it was fixed.

**Decision:**

After review of the water consumption charts from the meter reading system and consideration for a 5 week billing period, the board decided that no evidence was provided that the billing is incorrect. Therefore, no relief will be granted.