

**Utility Review Board Hearing: September 2019  
October 22, 2019**

**Account:**                      **Jodi Strachan**                      **2011 Oregon Ave.**

**Dispute:**                      Ms. Strachan is disputing a past due bill at 533 ½ Murphy Ave of \$351.60. She claims that at that time she was a student at Kent State. She states she briefly returned to the Wintersville area in 2001 to 2002. She indicates that her mother or sister could have used her name to start service. Claims her sister was arrested on theft charges and used her name and social security number. Jodi has paid the amount to get current service but would like reimbursed for this amount.

**Decision:**                      The Board decided that if Jodi can provide evidence of the ID theft by her sister, the amount will be reimbursed.

**Account:**                      **Jerome Howard**                      **471 S 4<sup>th</sup> St 2fl.**

**Dispute:**                      Jerome is disputing a \$25.00 return trip fee. He claims he was at the residence at the scheduled time to turn on water. When the City worker showed up he said he went to the side door and knocked twice and there was no answer. He then went to the front door and knocked and again no answer. He said he then went and put a notice under the door mat at the side door because the door knob was too big.

**Decision:**                      After review the Board decided to deny the petition, Mr. Howard failed to prove that he was home when the City came to turn water on.

**Account:**                      **Brenda/Craig Rudolph**                      **4027 Valley View**

**Dispute:**                      Customers said they came in on July 19, 2019 to pay their bill and was notified that they had a leak. He said he went home and checked for the leaks and only found that there was leak around the meter. He submitted a leak adjustment form and was given credit of \$153.90 but feels that since the new meter was put in and the leak was at the meter he should not be responsible for any of it. The City's records shows that the leak occurred between July 8, 2019 and July 15, 2019 and the meter was installed in 2015.

**Decision:**                      The board decided that since the leak had stopped before the customers were notified and since the meter was installed almost 5 years ago, no further relief would be granted.

**Account:**                      **Linda Arnold**                      **2410 Sunset Blvd.**

**Dispute:**                      Ms. Arnold is disputing her bill. She feels that her October bill is \$100 too much. She also states that she had a toilet leaking but turd it off and it has since been replaced.

**Decision:** The Board decided that a credit of \$51.30 would be given for on the sewer in accordance with the City's water policy Section X.B.1, provided Ms. Arnold fills out an adjustment form and a statement from the landlord that the toilet was repaired.

**Account:**                      **Richard Pompa                      2913 Sunset Blvd.**

**Dispute:** This property address was his parents' home. There is currently none living there but there but they do have dinners with the family there occasionally. He feels he should not be charged the minimum bill since they are not there all the time and he does not use the garbage service.

**Decision:** The Board decided that in accordance with the City's water policy Section XII.C, no relief can be granted.

**Account:**                      **Jared Lucas                      2506 Cleveland Ave**

**Dispute:** Jared is disputing a bill for usage at the above property. He said he never had the Water turned on. He said he noticed some water damage in the basement and discovered that the shut off valve was disconnected from the meter. He reconnected them and that's when the consumption occurred. HE states that he had a plumber there and they stated that the water was not shut off. The City's Water Department was there twice and verified it was off. Jared says he did have the shut off valve replaced.

**Decision:** The board decided that upon evidence of the shut off valve being fixed, a credit for 20,0000 gallons of sewage will be issued in accordance with the City's water policy Section X.B.1