

Utility Review Board Hearing: December 2019
December 10, 2019

Account: **Steven McCain** **1114 Pennsylvania Ave.**

Dispute: Mr. McCain has a past bill at the above address of \$378.00. He states that he lived there with his ex-girlfriend but moved out and the bill was supposed to be put in her name. He states he lived there from the summer of 2003 to approximately February 2004. The billing dates for the usage was from September 2003 to June 2004.

Decision: According to the City's water policy Section V.A., voluntary disconnection of water service shall be made at the Utility Dept. by the customer contractually obligated to pay the charges. Therefore, the board moved to deny the petition.

Account: **Bobbi Cash** **1518 Euclid Ave.**

Dispute: Ms. Cash had a toilet leaking which caused her bill in November and December to be higher than usual. She states she lives on a fixed income and cannot afford the higher bills. She is asking for a reduction on her bill.

Decision: Ms. Cash was already given a credit on her account for the sewer portion of her bill by the Utility Dept, in accordance with the City's water policy. Therefore, the board denied the petition but will allow the balance to be paid in 3 monthly installments.