

Utility Review Board Hearing: February, 2020
February 11, 2020

Account: **Ariane Robinson** **1412 Orchard St.**

Dispute: Ms. Robinson is disputing an amount of \$93.31 that was transferred From this address to her current address at 522 Ross St. and her current bill for 9,000 gallons. She claims when she transferred service that she paid her bill to a zero balance. Also, she feels there is no way she could have consumed that much water since her washer is broke and she does not wash clothes there. She also stated that she tried to use the washer but it was leaking water when she first moved in.

Decision: After careful review the Board decided that all charges are correct. She paid the current charges on Orchard St. to a zero balance to transfer deposit to new residence. The final bill of \$93.31 was not calculated at that time. Also, the high usage at the new residence could be a result of the washer leaking and it was a five week billing period. She was advised to test her toilets and faucets for leak issues.

Account: **Kahlil Owens** **223 N 9th St.**

Dispute: Mr. Owens is disputing a bill of \$3366.87 for 136,000 gallons of water. The account is in the name of his great grandmother, Virginia Robinson, who is deceased. The property is owned by Roland Owens, with survivorship to his 3 children. The usage occurred between Dec. 22, 2019 and Jan. 11, 2020. He said there was no evidence of water leaking but he did replace some pipes. A work order was issued on Jan. 7, 2020 to turn water off at the curb but it could not be completed because it needs repaired. There has been no consumption since Jan. 11th. Water may be turned off at the valve inside.

Decision: The Board suggested that Mr. Owen try to turn the water back on to determine what, if anything, is leaking. He will have to show evidence of repair to receive a credit for a portion of the sewer charge in accordance with the City's water policy Section X.A.b. In addition, a new account should be established since Virginia Robinson is deceased. If Mr. Owen starts service the remaining balance could be set up on a payment plan.