

## Utility Review Board Hearing: January - March 2021

### January 2021

**Account:** Tara Jabour 483 Lovers Ln #2

**Dispute:** Disputing high usage in November, 2020 of 21,000 gallons. Usage was between Nov 14<sup>th</sup> and 17<sup>th</sup> (Saturday through Tuesday). Customer says she was home at this time and was not aware of anything running. when notified of the usage she immediately called the property owner to investigate for leaks. The Utility Office verified with the landlord that they were notified and went to investigate.

**Decision:** In accordance with the City of Steubenville Water Policy Section X.B, Based upon due diligence and evidence verified; relief in the amount of \$174.80 was granted on a portion of the sewer amount.

### March 2021

**Account:** Shawn Porreca 255 S. 5<sup>th</sup> St

**Dispute:** Mr. Porreca was notified of high usage at the above property by the Billing office. Stated that the tenant was in the hospital and toilet Ran constantly. Usage was 170,000 gallons, which Mr. Porreca paid For the tenant. He is asking for reduction in the sewer portion.

**Decision:** After careful consideration, the Board granted a credit based on Article X Section B of the City's water policy.

**Account:** Jaquith Baldry (Vincetta Tsouris) 1434 Maryland Ave.

**Dispute:** Notification of excessive usage was given by the Billing Office on

November 2, 2020 to the landlord. A toilet was found to be running and 95,000 gallons of water. Owner claims the tenant did not notify them of that the toilet was running.

Landlord is asking for a reduction in sewer for the leak.

**Decision:** After careful consideration, no relief is granted based on Article X Section B of the City's water policy. Requests for relief has to be made Within 60 days from the date of notification of the high consumption.