

## WATER & SEWER INTERNAL REVIEW BOARD HEARINGS 2017

Date	Name	Nature of Appeal	Billed Amount	Adjustment	Sanitary Sewer
3/14/2017	[REDACTED]	Used 8,000 gallons of water used to fill an outdoor ice rink; waive Sanitary Sewer and Sewer Capital Improvement	\$559.94	(\$58.56)	8
3/14/2017	[REDACTED]	Running toilet used additional 57,000 gallons from 9/10/16 to 10/27/16 Charge Water & Sanitary Sewer at Columbus rate. Waive Capital Improvement Water & Sewer. Waive collection	\$1,119.59	(\$298.14)	0
3/14/2017	[REDACTED]	Pipe froze and broke in garage using 18,000 gallons 12/18/16 to 12/20/16. Charge Water at Columbus Rate. Waive Sanitary Sewer and Capital Improvement Charges	\$476.48	\$206.75	18
3/14/2017	[REDACTED]	Used 17,000 gallons watering sod new house, from 9/27/16 thru 11/30/16. Resident not aware of deduct meters. Waive Sanitary Sewer and Sanitary Sewer Capital Improvement.	\$449.99	(\$124.44)	17
3/14/2017	[REDACTED]	The balance is from prior to 8/22/07. Cannot provide detail of bill due to conversion of Utility Builling Data. Building demoslished. Lot is vacant. Water and Sewer Review Board granted permission to write off balance.	\$196.09	(\$196.09)	0
3/14/2017	[REDACTED]	The balance is from prior to 8/22/07. Cannot provide detail of bill due to conversion of Utility Builling Data. Building demoslished. Lot is vacant. Water and Sewer Review Board granted permission to write off balance.	\$35.58	(\$35.58)	0

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3/14/2017	[REDACTED]	The balance is from prior to 8/22/07. Cannot provide detail of bill due to conversion of Utility Billing Data. Building demolished. Lot is vacant. Water and Sewer Review Board granted permission to write off balance.	\$41.51	(\$41.51)	0
6/13/2017	[REDACTED]	Resident was out of the country when a pipe froze and burst. 99,000 gallons of water was lost before the meter stopped. Another 183,000 gallons was estimated as lost before the water was turned off even though the resident was notified. The Review Board has waived all estimated charges. In addition, the Columbus rate was charged for Water, Sanitary Sewer charges were waived and as well as Capital Improvement charges for Water and Sanitary Sewer, with the exception of the minimum bill.	\$3,795.39	(\$3,297.75)	279
6/13/2017	[REDACTED]	Hot water tank burst using 20,000 gallons from 2/24/17 to 2/28/17. Charge Water at Columbus Rate. Waive Sanitary Sewer and Capital Improvement Charges	\$496.04	(\$223.80)	20

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6/13/2017	[REDACTED]	Toilet ran in empty house using 12,844 gallons from 10/9/16 to 10/11/16. Charge 10,000 gallons Water and Sanitary Sewer at Columbus Rate. Waive Capital Improvement charges.	\$301.49	(\$50.20)	0
6/13/2017	[REDACTED]	Water softener malfunctioned, recycling continuously. Used 25,000 gallons over average use from 2/1/17 to 2/15/17. Charge Water and Sanitary Sewer at Columbus Rate. Waive Capital Improvement charges.	\$558.78	(\$132.25)	0
9/26/2017	[REDACTED]	Water powered back up sump pump malfunctioned. Used 115,000 gallons over average from 3/31/16 thru repair on 3/27/17. Charge Water at Columbus Rate. Waive Sanitary Sewer and all Capital Improvement charges.	\$3,005.40	(\$1,332.02)	115
9/26/2017	[REDACTED]	Used 6,000 extra from outside hose left on by tree trimmers between 5/3/17 and 5/10/17. Charge Water at Columbus Rate. Waive Sanitary Sewer and all Capital Improvement charges.	\$204.12	(\$68.04)	6
9/26/2017	[REDACTED]	Used 15,000 gallons from outside hose by accident between 3/20/17 and 5/10/17. Charge Water at Columbus Rate. Waive Sanitary Sewer and all Capital Improvement charges. Payment extension granted until 10/31/17.	\$631.77	(\$226.44)	15

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9/26/2017	[REDACTED]	Toilet ran when resident was away from home 3/19/17 thru 3/27/17 using 40,000 gallons. Charge Water and Sanitary Sewer at Columbus rate. Waive all Capital Improvement charges.	\$748.47	(\$211.60)	0
9/26/2017	[REDACTED]	Underground leak detected and repaired. Used additional 427,000 gallons from 4/1/16 thru repair on 11/5/16. Charge Water at Columbus Rate. Waive Sanitary Sewer and all Capital Improvement charges.	\$12,693.90	(\$4,650.03)	427
9/26/2017	[REDACTED]	Toilet ran from 7/12/17 thru 8/1/17 using additional 37,500 gallons. Charge Water and Sanitary Sewer at Columbus rate. Waive all Capital Improvement charges. Payment Extension granted until 11/10/17.	\$733.05	(\$201.02)	0
12/6/2017	[REDACTED]	New resident used outside water to fill pond, assumed SAM would work, used additional 36,000 gallons outside. Charge Water at Columbus rate. Waive Sanitary Sewer and all Capital Improvement	\$733.13	(\$335.16)	36
12/6/2017	[REDACTED]	Resident unaware SAM died. Waive 51,000 gallons sanitary sewer and capital improvement. Resident will purchase new SAM.	\$1,446.84	(\$409.53)	51
12/6/2017	[REDACTED]	Resident found hose left on. Additional 3,000 gallons used 7/2/17 - 7/12/17. Waive Sanitary Sewer and Sanitary Capital Improvement.	\$763.89	(\$24.09)	3

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12/6/2017	[REDACTED]	Toilet ran for over 1 year, used total of 83,000 gallons, average 1 year use after repair would have been 48,000 - waive 35,000 Water & Sanitary Sewer surcharge and Capital Improvement charges on both.	\$1,517.84	(\$185.15)	0
				(\$11,894.65)	