

WATER & SEWER INTERNAL REVIEW BOARD HEARINGS 2019

Date	Name	Nature of Appeal	Billed Amount	Adjustment	Sanitary Sewer
3/12/2019	[REDACTED]	Toilet ran May, 2018 until January, 2019 when it was fixed by landlord, using 41,000 gallons over average. Charge Water and Sanitary Sewer at Columbus rate. Waive all Capital Improvement charges.	\$1,071.25	(\$282.21)	0
3/12/2019	[REDACTED]	Toilet ran 7/28/18 thru 11/20/18 used 48,921 gallons over expected use. Charge Water and Sanitary Sewer at Columbus rate. Waive all Capital Improvement charges.	\$1,273.24	(\$344.92)	0
3/12/2019	[REDACTED]	Water Conditioner ran using more than expected. Resident believes it may have been related to construction on Johnstown Road. 3,000 gallons Adjust Water to Columbus rate, waive Capital Improvement charges. Sewer at Low Income rate, no adjustment.	\$321.23	(\$41.22)	0
3/12/2019	[REDACTED]	Outside hose left on from tampering. 19,000 gallons Adjust Water to Columbus rate, waive Sanitary Sewer and Capital Improvement charges.	\$657.60	(\$223.63)	19
3/12/2019	[REDACTED]	Toilet ran from 9/13/19 thru 11/22/18 using 25,000 gallons above average. Charge Water and Sanitary Sewer at Columbus rate. Waive all Capital Improvement charges.	\$652.95	(\$145.60)	0
3/12/2019	[REDACTED]	Outside hose accidentally left on 9/1-9/3/18 and 9/15-9/27/18 using 25,542 gallons, 23,000 gallons over average. Adjust Water to Columbus rate, waive Sanitary Sewer and Capital Improvement charges.	\$657.60	(\$270.02)	23
3/12/2019	[REDACTED]	Used 6,000 from 10/28 -10/29/18, hose left on. Adjust Water to Columbus rate, waive Sanitary Sewer and Capital Improvement charges.	\$292.82	(\$70.44)	6
6/24/2019	[REDACTED]	71,000 gallons lost from frozen water pipe. Adjust Water to Columbus rate, waive Sanitary Sewer, Capital Improvement charges, and Late Charge.	\$1,507.28	(\$986.47)	71

1st quarter sewer - 48

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Date	Name	Nature of Appeal	Billed Amount	Adjustment	Sanitary Sewer
6/24/2019	[REDACTED]	Hose left running outside, requested adjustment for 150,000 thousand gallons lost. Adjust Water to Columbus rate, waive Sanitary Sewer and Capital Improvement charges,	\$10,978.18	(\$1,761.00)	150
6/24/2019	[REDACTED]	Toilet in basement ran using additional 66,000 gallons. Resident requested payment extension but no monetary adjustment. 6 month extension granted.	\$1,435.90	\$0.00	0
6/24/2019	[REDACTED]	Outside leaking pipe used additional 33,000 gallons. Adjust Water to Columbus rate, waive Sanitary Sewer and Capital Improvement charges,	\$689.00	(\$393.36)	33
					2nd quarter sewer - 254
9/25/2019	[REDACTED]	Leak from valve in basement lost 81,000 gallons. Adjust Water to Columbus rate, waive Capital Improvement charges and Sanitary Sewer	\$1,850.88	(\$1,029.17)	81
9/25/2019	[REDACTED]	6,000 gallons lost from running toilet, Adjust Water and Sanitary Sewer to Columbus rate, waive Capital Improvement Charges	\$331.19	(\$35.16)	0
9/25/2019	[REDACTED]	Water line burst in basement losing 6,000 gallons 5/25-5/28/19. Adjust Water to Columbus rate, waive Sanitary Sewer and Capital Improvement charges.	\$451.14	(\$73.32)	6
9/25/2019	[REDACTED]	103,000 lost from leak under house to hose bib from 1/9/2019 thru 8/30/2019. Adjust Water to Columbus rate, waive Sanitary Sewer and Capital Improvement charges.	\$2,003.85	(\$1,258.66)	103
9/25/2019	[REDACTED]	158,000 lost from malfunctioning irrigation system from 7/8/19 thru 8/7/19. Adjust Water to Columbus rate, waive Water Capital Improvement. Also waive late charge.	\$1,812.52	(\$806.93)	0
9/25/2019	[REDACTED]	Water powered sump pump stuck using 26,000 gallons 2/7/19 thru 2/9/19. Adjust Water to Columbus rate, waive Water Capital Improvement.	\$237.68	(\$102.96)	0
					3rd quarter sewer - 190
12/11/2019	[REDACTED]	Sewer Deduct meter died, replaced with new one. Credit Sewer and Sewer Capital Improvement for 28,000 gallons estimated water used outdoors between, 9/30/18 thru 10/10/19.	\$534.12	(\$231.28)	28

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Date	Name	Nature of Appeal	Billed Amount	Adjustment	Sanitary Sewer
12/11/2019	[REDACTED]	Toilet ran 7/2/19 thru 7/14/19 used 21,177 gallons over expected use. Charge Water and Sanitary Sewer at Columbus rate. Waive all Capital Improvement charges. Extension until next quarter on balance of \$94.64.	\$517.70	(\$123.06)	0
12/11/2019	[REDACTED]	Sewer Deduct meter died, replaced with new one. Credit Sewer and Sewer Capital Improvement for 45,000 gallons estimated water used outside between, 6/15/19 thru 10/20/19.	\$791.83	(\$371.70)	45
12/11/2019	[REDACTED]	Toilet ran 8/11/19 thru 9/14/19 used 15,721 gallons over expected use. Charge Water and Sanitary Sewer at Columbus rate. Waive all Capital Improvement charges. Extension until next quarter on balance of \$213.06.	\$656.82	(\$93.76)	0
12/11/2019	[REDACTED]	Toilet ran 4/6/19 thru 8/31/19 using 45,000 gallons. Charge minimum amount at regular rate, 39,000 gallons Water and Sanitary Sewer at Columbus rate. Waive all Capital Improvement charges.	\$647.74	(\$228.54)	0
12/11/2019	[REDACTED]	Toilet ran 3/15/19 thru 6/18/19 used 20,599 gallons over expected use. Charge Water and Sanitary Sewer at Columbus rate. Waive all Capital Improvement charges.	\$590.74	(\$123.06)	0
12/11/2019	[REDACTED]	Leak in service line to one unit may have lost 24,000 gallons. No change in consumption after repair-no adjustment granted.	\$6,297.19	\$0.00	0
12/11/2019	[REDACTED]	Toilet ran 9/24/19 thru 9/25/19 using 7,675 gallons. Charge 8,000 gallons Water and Sanitary Sewer at Columbus rate. Waive all Capital Improvement charges.	\$271.40	(\$46.88)	0
Total Adjustments 2019					(\$9,043.35)

4th quarter sewer - 73