

## WATER & SEWER INTERNAL REVIEW BOARD HEARINGS 2016

Date	Name	Nature of Appeal	Billed Amount		Adjustment
10/22/2015	The Depot Golf Village 789 Science Blvd 95.0811-01	Unexplained high water use, 224,000. Meter tested found slightly over. Hearing in 2015, Adjustment in 2016	\$5,976.73		(\$22.87)
2/8/2016	Maureen Anderson 724 Hunters Run 44.0069-01	Toilets running, used additional 50,000 from 8/18/15 thru 12/31/15. Charge Water and Sanitary Sewer at Columbus rate, waive Water & Sewer Capital Improvement.	\$729.48		(\$216.50)
2/8/2016	Hani Amer 504 Beaverbrook Dr. 74.0010-01	Used 89,000 gallons above average, repeated contacts from Utility Billing about high use. Resident says absolutely nothing happened to cause the high useage. Because nothing can be determined, the Review Board cannot waive any charges. Extension granted until the end of March to pay prior to shut-off	\$1,647.57		\$0.00
2/8/2016	Ryan Perryman 1079 Challis Springs Dr 79.0245-01	Found hose on outside, used 31,000 gallons over average 11/24/15 to 12/2/15. Charge Water at Columbus rate, waive Sanitary Sewer, Water & Sewer Capital Improvement.	\$720.29		(\$310.93)
2/8/2016	Donald Schofield 610 Havens Corners Rd 11.0091-01	Pipe came loose in basement, used 84,000 gallons over average 12/23/15 to 12/29/15. This is a Water only account. Customer is not connected to sanitary sewer. Charge Water at Columbus rate, waive Water Capital Improvement.	\$794.38		(\$315.84)

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2/8/2016	Roy Rogers 439 Baywood Pl. 28.0020-01	Used 11,000 gallons above average during two time periods, 7/29 - 9/4/15 and 9/17-10/2/15. Resident says absolutely nothing happened to cause the high useage. Resident was unable to come up with an event that caused the problem. The Review Board cannot waive any charges. 7 day extension granted to avoid disconnection.	\$341.96		\$0.00
2/8/2016	Joel & Semiramis Cardenas 566 Laurel Ridge Dr. 49.0017-01	Used 128,000 through deduct meter. Irrigation system and swimming pool checked; no problems found. Resident unable to come up with an event that caused the problem. The Review Board couldn't waive anything.	\$1,232.53		\$0.00
2/8/2016	William Thalgett Betty Lise Anderson 200 Glenhurst Ct 39.0010-01	Deduct meter stopped working, calculation from 6/13/15 until SAM replaced 9/22/15, 65,000 gallons, Credit Sanitary Sewer and Sewer Capital Improvement	\$1,101.77		(\$407.55)
2/8/2016	Aaron & Marlene Lewis 473 Diven Ln. 37.0035-01	This is one of two accounts that were set up improperly which caused the account to not be billed for multiple quarters. When the error was corrected, it resulted in a large bill that caused a hardship for the customer. Charge Water & Sanitary Sewer at Columbus rate. Waive Capital Improvement Water & Sewer, waive Storm Water Charges. Review Board approved 24 month extended payment plan.	\$1,225.69		(\$336.98)

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2/8/2016	Alicia Wilson 390 Lincolnshire Rd 23.0003-01	This is one of two accounts that were set up improperly which caused the account to not be billed for multiple quarters. When the error was corrected, it resulted in a large bill that caused a hardship for the customer. Charge Water & Sanitary Sewer at Columbus rate. Waive Capital Improvement Water & Sewer, waive Storm Water Charges. Review Board approved 24 month extended payment plan.	\$998.69		(\$259.09)
5/16/2016	Keleigh & Matthew White 283 Carlin Ct W 33.8132-01	Hose accidently left on, used 27,000 gallons between 1/25/16 and 2/5/16. Charge Water at Columbus rate, waive Sanitary Sewer, Water & Sewer Capital Improvement. One time Waive Late Charge.	\$678.07		(\$336.22)
5/16/2016	Hammerhead Investment 425 Beecher Rd 94.0425-01	Backflow found running into mop sink. Used 89,000 gallons 1/17/16 -4/17/16. Charge Water & Sanitary Sewer at Columbus rate. Waive Capital Improvement Water & Sewer.	\$2,157.54		(\$446.78)
5/16/2016	Brenda Connor 465 Lytton Way 44.0031-01	Found 1 of 6 toilets running. Used additional 27,000 gallons 7/17/15 - 2/29/16; Charge Water & Sanitary Sewer at Columbus rate. Waive Capital Improvement Water & Sewer.	\$998.44		(\$122.51)
5/16/2016	Elizabeth E. Cary 847 Ludwig Dr 64.0121-01	Toilet ran while out of town using 35,000 gallons from 12/13/15 - 12/30/15. Charge Water & Sanitary Sewer at Columbus rate. Waive Capital Improvement Water & Sewer.	\$706.45		(\$151.55)
5/16/2016	Andrew Chalfant 233 Buttonwood Ct. 43.0138-01	Hose left running 1/25/16 - 1/29/16 using 12,000 gallons. Charge Water at Columbus rate, waive Sanitary Sewer, Water & Sewer Capital Improvement.	\$500.05		(\$125.52)

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5/16/2016	Rene Harrington-Theodore 269 Sumption Dr. 36.0129-01	Hose left on using 12,000 between 9/11/15 and 9/17/15. Charge Water at Columbus rate, waive Sanitary Sewer, Water & Sewer Capital Improvement.	\$374.29		(\$130.39)
9/26/2016	Alex & Kassy Franz-Buccilla 653 Fairholme Rd 19.0099-01	Running toilet used 32,000 from 7/4/16 - 7/9/16. Charge Water & Sanitary Sewer at Columbus rate. Waive Capital Improvement Water & Sewer.	\$827.24		(\$160.64)
9/26/2016	Juliet Diong 404 Evelyn Ln 38.0404-00	Used 80,000 gallons watering sod new house, from 7/7/16 thru 9/13/16. Resident not aware of deduct meters. Waive Sanitary Sewer and Sanitary Sewer Capital Improvement.	\$1,287.59		(\$528.00)
9/26/2016	Maria & Sandor Vegh 1158 Rice Avenue 70.0048-01	Running toilet used 15,000 from 3/27/16-4/3/16. Charge Water & Sanitary Sewer at Columbus rate. Waive Capital Improvement Water & Sewer.	\$426.29		(\$75.30)
9/26/2016	Ricard Pierce 380 Coronation Av. 26.0034-01	Hose left on using 8,000 between 7/19 & 7/20/16. Waive Sanitary Sewer, Sewer Capital Improvement.	\$263.25		(\$58.56)
12/12/2016	Steve Heilman 386 Worman Dr 40.0018-01	Deduct meter stopped working, calculation from 6/4/16 thru 9/30/16, 26,000 gallons, Credit Sanitary Sewer and Sewer Capital Improvement. Must replace Deduct meter for any future credits.	\$723.29		(\$190.32)
12/12/2016	Steve Feuer 1307 Retreat Ln 79.8257-01	Running toilet used 20,000 from 9/21/16-10/5/16. Charge Water & Sanitary Sewer at Columbus rate. Waive Capital Improvement Water & Sewer.	\$496.73		(\$100.40)

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12/12/2016	Jameca Williams 139 Moorfield Dr 32.0125-01	Running toilet used 31,000 from 6/16/16-8/15/16. Charge Water & Sanitary Sewer at Columbus rate. Waive Capital Improvement Water & Sewer.	\$723.29		(\$155.62)
12/12/2016	VFW Post 4719 75 W. Johnstown Rd. 92.0166-01	Vandalism of outdoor water faucet led to loss of 249,000 gallons of water. Charge Water at Columbus rate, waive Sanitary Sewer, Water & Sewer Capital Improvement.	\$4,507.12		(\$2,711.61)

**TOTAL ADJUSTMENTS**

**-\$7,163.18**