

**BEFORE THE DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY
DEPARTMENT OF CUSTOMER SERVICES**

IN RE: [REDACTED]

[REDACTED] 3rd Street, NW
Washington, DC 20011

Case No: 20-18-07-06

Account No: [REDACTED]

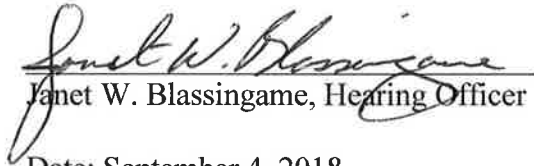
Amount in Dispute - \$ 415.13

Before Janet W. Blessingame, Hearing Officer
July 11, 2018 at 11:00 a.m.

MEMORANDUM TO FILE

This matter was scheduled for hearing for July 11, 2018. The customer was contesting water and sewer bills for the period November 15, 2017 to January 12, 2018. After investigation, the DC Water and Sewer Authority (DC Water) denied the dispute and the customer then requested an administrative hearing.

On the morning of the scheduled after the Hearing Officer's arrival for the hearing, Ms. Wright, on behalf of DC Water, informed the Hearing Officer that the matter had been resolved and the customer would not be appearing for hearing.


Janet W. Blessingame, Hearing Officer

Date: September 4, 2018

**BEFORE THE DISTRICT OF COLUMBIA WATER AND SEWER AUTHORITY
DEPARTMENT OF CUSTOMER SERVICES**

IN RE: [REDACTED]
[REDACTED] Hanna Place, SE
Washington, DC 20001

Case No: 20-18-07-07
Account No: [REDACTED]

Amount in Dispute - \$ 1598.81

Before Janet W. Blassingame, Hearing Officer
July 11, 2018 at 1:00 p.m.

MEMORANDUM OF SETTLEMENT
AND ORDER OF DISMISSAL

This matter came before the Hearing Officer on July 11, 2018 per the scheduled hearing time and date for hearing. Ms. Wright indicated that DC Water has reversed its investigation determination and adjusted the customer's account. Ms. Wright indicated to the Hearing Officer that the reversal action was premised upon a meter test having been performed and failure of the meter. Ms. Wright indicated to the Hearing Officer, prior to the start of the hearing, that, despite being informed of the account adjustment, the customer with counsel, still, insisted upon being heard during the scheduled hearing.

Present for the hearing were [REDACTED] accompanied by her son, [REDACTED] and her attorney, William Dansie, who is located at 406 5th Street, NW, Washington, DC. Eileen Wright, Sr. Communication Specialist, DC Water, was present on behalf of DC Water. The start of the hearing was delayed at the request of the customer to accommodate the late arrival of her attorney. The hearing started at 1:30 p.m.

The customer contested three (3) bills, all, dated March 28, 2018 for water and sewer services charged to the above account, covering the period of time December 17, 2017 to March 15, 2018. The DC Water and Sewer Authority (DC Water) investigated the water and sewer charges and determined that the charges were valid and that an adjustment to the account was not warranted. The customer appealed DC Water's decision and requested an administrative hearing.

The customer complains of being billed for Four Thousand Dollars (\$4,000.00).

Ms. Wright interjected that the customer received three (3) bills from DC Water, each of which was dated March 28, 2018. She stated that the bills were as follows:

Bill #1- 12/17/17 – 1/17/18	=	\$1,598.18
Bill #2- 1/18/18 – 2/15/18	=	1,489.51
Bill #3- 2/16/18 – 3/15/18	=	<u>1,150.68</u>
Total	=	\$4239.00

Ms. Wright added that the customer also received a bill dated 5/4/18 for the period covering

3/16/18 – 4/16/18 in the amount of \$921.15, thereby making the total amount in dispute- \$5,160.15.

The parties agreed that the period in dispute is 12/17/17 to 4/16/18.

The customer presented an exhibit showing her house which she described as a duplex property. She testified that her property address is [REDACTED] Hanna Place, SE and the adjoining house is [REDACTED] Hanna Place, SE. [REDACTED] testified that there had been a lot of construction on-going at [REDACTED] Hanna Place, SE, that the house is vacant and that she has seen a lot of water running out of the property.

[REDACTED] testified that she received no bills from DC Water for almost six (6) months and, then, the utility mailed her four (4) bills at the same time. [REDACTED] also, asserted that the utility has not read her water meter.

The customer asserted that she had always paid her water and sewer bills and suggested that a fair resolution of the dispute would be for DC Water to waive the charges or bill based upon average usage over the previous year.

Ms. Wright interjected that she agrees with the customer's position and, in fact, that DC Water has already adjusted the customer's account by \$5279.19 covering the period 10/17/17 to 4/6/18, leaving a balance due for payment in the amount of \$779.82. Ms. Wright explained that, included in amount due for payment by the customer, is the amount of \$230.15 reflected in the customer's bill for June 2018. Ms. Wright asserted that if the customer desired an installment plan to pay the balance due, she would have to come off of the budget plan which is currently activated on her account.

The customer stated that she would like to apply for the energy plan.

[REDACTED] stated that the customer's husband is in a nursing home and that the nursing home takes his entire check.

Ms. Wright stated that a DC Water technician inspected the house on April 6, 2018 and found a leaking toilet on the first floor. She added that the property was inspected on April 12, 2018 and no leaks were found.

Ms. Wright stated that the customer's current bill is \$230.15 and that the bill is dated 6/21/2018. She pointed out that water consumption in the house is still high and that, pursuant to meter data, water consumption is occurring constantly. She stated that the new water meter at the property reflects water usage on an hourly basis; Ms. Wright referred to water usage occurring between July 5, 2018 and July 6, 2018 as an example of hourly water usage registering on the water meter.

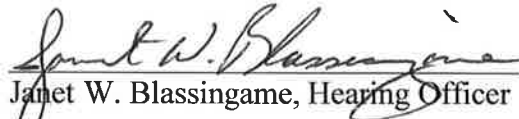
The Hearing Officer interjected her suggestion that the customer change parts in both of her toilets since there are two (2) bathrooms in the home.

Ms. Wright left the hearing room briefly to confer with someone in DC Water's Billing Office and upon her return to the hearing room, she stated that the customer would be permitted to go on a 24-month installment payment plan, however, that a new bill must be generated and sent to the customer before the payment plan can go into effect.

██████████ stated that, on June 4, 2018, she paid \$124.02 on her account but DC Water records reflect that she paid \$100.00 on May 23, 2018 and \$25.00 on July 5, 2018. ██████████ asserted that she has proof of her June 4, 2018 payment.

██████████ expressed satisfaction with DC Water's adjustment of her account and its offer of a 24-month payment plan. Mr. Dansie, on behalf of his client, and Ms. Wright, on behalf of DC Water, then, informed that Hearing Officer that this matter is settlement per the satisfaction and accord of the parties.

Based upon the foregoing, this matter is DISMISSED.


Janet W. Blassingame, Hearing Officer
Date: September 4, 2018

Copies:

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