

## Citizens Water and Sewer Advisory Board Meeting Minutes

### Police Community Room

May 16, 2022

1. **Meeting Called to Order** – The meeting was called to order at approximately 6:07 p.m.

2. **Present at Meeting:**

Members – Samuel Robinson, Chair, Tanner Banks, Vice Chair, Ronald Bertling, Pat Stephens, and Seth Brewer.

Absent- Darius Smith

Staff – Russ Bergman, City Engineer, Stephanie Wunderlich, Engineering Secretary, and Pam Whited, Veolia.

3. **Approval of Minutes** – The minutes from March 21, 2022, were unanimously approved.

4. **Customer Comments** – Mr. Dave Guthridge from 6524 Taylorsville Road was present to discuss concerns regarding the flat fee that he is being charged because he does not have city water, only a well. Mr. Guthridge's concern was that his flat fee is higher than what his neighbor who has city water is paying. After discussion, the board recommended that Veolia look into the neighbor's bill, and they will discuss the issue if needed at the next meeting.

A customer request for credit was submitted by Nancy Byrge asking for reimbursement for the sewer portion of the bill due to a spigot being left on for approximately two days without her knowledge. After board discussion, Tanner Banks motioned to deny the request and Pat Stephens seconded the motion. The board unanimously voted to deny the request because it does not fall under the City's Water Leak Policy.

5. **Staff Report:**

**East Water Main Extension** – This project is currently out to bid. Watermain will be extending to Center Point 70 to eliminate Clark County Services.

**East Sanitary Extension** – Sanitary sewer will be placed along Route 4 and Chambersburg to also service Center Point 70 and surrounding area and eliminate Clark County Services.

**Water Main Replacement** – This project in the area of Hubbard, Helwig, Alter, Holbrook, Hinckley and Cruixten is currently out to bid. Portions of the road will also be replaced. The project is scheduled to begin toward the end of the year.

**Jonetta Pump Station** – Sanitary sewer and pump station will be placed here, eliminating the private sewer.

**Sanitary Sewer Lining** – This project will begin in the next few weeks. This involves lining old pipe with new lining instead of replacing the pipe.

**Current Construction:**

**Housing** - Carriage Trails, Quail Ridge, West Port Village, Reserves Phase II, Heathermere Woods and Callamere Farms.

**Business** – The new library is being constructed at the old Marian Meadows shopping center, a possible truck stop will be going in on 235 near Center Point 70, Broadreach is doing a development at the corner of Old Troy Pike and Taylorsville that includes businesses and an apartment complex, and two large storage units will be built, one on Waynetowne at the old Danbury Cinemas and the other will be on US Route 40 near Carriage Trails.

The City is in the process of purchasing land for the new wellfield to expand the wellfield and build a new well.

**Board Discussion:**

- Pat Stephens asked how the builders plan to keep flooding from being an issue at the old Marian Meadows shopping center when they start building. Russ Bergman stated that the original retention pond should be remaining and there will also be a new retention pond placed in front of the development.
- Sam Robinson asked about the possible new portion of Carriage Trails in Bethel Township. Russ Bergman said the new section is still possible, but water and sewer services may be provided by Bethel Township/Miami County instead of the city.
- The board discussed the traffic with the new development going in at Old Troy Pike at Taylorsville Road. Russ Bergman explained that the City will be widening Old Troy Pike northbound from Taylorsville to I70 east.

**6. Suez Report:**

Pam Whited went over the report for Suez for the months of March and April.

- The lift station pump at Old Troy Pike was completed
- Work at Cosner lift station is also complete
- Still waiting on parts to repair Carriage Trails pump station
- Sewer rate decreased by 7.5%, water rate increased by 5% and then a 3% CPI increase
- Pam gave her yearly report to City Council, and it was well received
- Water main breaks have decreased

**7. Old Business** - Samuel Robinson asked if Pam Whited could set up a tour at the Rip Rap Water Treatment Plant for the remaining board members that have not had the tour. Pam will email Sam optional dates.

**8. New Business** – Lisa Jeter had her interview for the last vacancy on the board and attended the meeting. She will most likely be appointed as a member at the next City Council meeting.

**9. Upcoming Meeting** – The next meeting will be held on Monday, July 18, 2022.

**10. Adjournment** – The meeting was adjourned at approximately 7:15 p.m.



----- Forwarded message -----

**From:** United Water <[WaterDpt@hhoh.org](mailto:WaterDpt@hhoh.org)>  
**Date:** Fri, 29 Jul 2022 at 14:43  
**Subject:** Fw: Attention: Water and Sewer Advisory Board  
**To:** [pamela.whited@veolia.com](mailto:pamela.whited@veolia.com) <[pamela.whited@veolia.com](mailto:pamela.whited@veolia.com)>

Suez - City of Huber Heights Division of Water and Wastewater

6244 Chambersburg Rd

Huber Heights OH 45424

937-233-3292

**From:** Susan Sloan <[ksslone22@gmail.com](mailto:ksslone22@gmail.com)>  
**Sent:** Friday, July 29, 2022 11:25 AM  
**To:** United Water <[WaterDpt@hhoh.org](mailto:WaterDpt@hhoh.org)>  
**Subject:** Attention: Water and Sewer Advisory Board

**CAUTION EXTERNAL EMAIL:** This message originated from a non Huber Heights email server. DO NOT CLICK ANY LINKS or OPEN ANY ATTACHMENTS unless you have contacted the sender to verify its legitimacy or confirmed you were expecting it. Contact the IT Department if you need assistance.

Katherine and William Slone  
9259 Lakeside street  
Tipp City, OH 45371  
(Carriage Trails Community)  
Phone: 937-829-0942

To: Water and Sewer Advisory Board,

On Monday July, 25th we noticed the left side of the house where the water spigot is located was flooded and realized somebody opened the water spigot and left open intentionally ( my thoughts are teenagers playing a bad joke ) it probably has been open for days because we received a water bill of \$172.01 when our water bills are barely \$40 per month. Myself and my kids are recovering from sickness and a back injury, we are dealing with medical bills and it's hard time financially.

I plead to your kindness to evaluate my situation and reduce my bill cost.

Sincerely,

Slone Family



**CITY OF HUBER HEIGHTS**

Division of Water & Waste Water

Operated by SUEZ

P.O. Box 24099

Huber Heights, Ohio 45424

Ph (937) 233-3292

Temp-Return Service Requested

[www.hhoh.org](http://www.hhoh.org)

ACCOUNT NUMBER		28.100600.2	
SERVICE ADDRESS			
9259 LAKESIDE ST			
AMOUNT DUE IF PAID BY		AMOUNT DUE IF PAID AFTER	
\$41.69	07/13/2022	\$43.78	07/13/2022

**KATHERINE SLONE  
9259 LAKESIDE ST  
TIPP CITY OH 45371-2595**

DATE BILLED			SERVICE PERIOD		
06/29/2022			5/23/2022 TO 6/22/2022		
Meter Readings		Actual			
PREVIOUS	CURRENT	# ERUS	USAGE X 100 CU FT	SERVICE TYPE	AMOUNT
128	132		4	WATER CONSUMPTION	10.30
				WATER SERVICE	14.87
128	132		4	SEWER CONSUMPTION	5.68
				SEWER SERVICE	8.84
		1.00	1	STORM WATER	2.00
				Previous Balance	\$0.00

**\*\*\* NOTICE\*\*\***

AMT DUE IF PAID BY DUE DATE



TOTAL DUE

**\$41.69**

**PLEASE RETURN THIS PORTION WITH YOUR PAYMENT - IF PAYING IN PERSON PLEASE BRING ENTIRE BILL WITH YOU  
SEE BACK OF BILL FOR OPTIONAL PAYMENT METHODS**

ACCOUNT NUMBER	28.100600.2
CUSTOMER NAME	KATHERINE SLONE
SERVICE ADDRESS	9259 LAKESIDE ST
AMOUNT DUE	\$41.69
DUE DATE	07/13/2022
AMOUNT AFTER DUE DATE	\$43.78
AMOUNT PAID	

**28.100600.2**

**MAKE CHECKS PAYABLE TO: CITY OF HUBER HEIGHTS**

MAIL PAYMENTS TO:

**SUEZ  
PO BOX 24099  
HUBER HEIGHTS OH 45424-0099**



**CITY OF HUBER HEIGHTS**

Division of Water & Waste Water

Operated by SUEZ

P.O. Box 24099

Huber Heights, Ohio 45424

Ph (937) 233-3292

Temp-Return Service Requested

[www.hhoh.org](http://www.hhoh.org)

ACCOUNT NUMBER		28.100600 2	
SERVICE ADDRESS			
9259 LAKESIDE ST			
AMOUNT DUE IF PAID BY		AMOUNT DUE IF PAID AFTER	
\$172.01	08/10/2022	\$180.61	08/10/2022

**KATHERINE SLONE  
9259 LAKESIDE ST  
TIPP CITY OH 45371-2595**

**\*\*\* NOTICE\*\*\***

DATE BILLED			SERVICE PERIOD		
07/27/2022			6/22/2022 TO 7/25/2022		
Meter Readings		Actual			
PREVIOUS	CURRENT	# ERUS	USAGE X 100 CU FT	SERVICE TYPE	AMOUNT
132	171		39	WATER CONSUMPTION	90.91
				WATER SERVICE	14.87
132	171		39	SEWER CONSUMPTION	55.39
				SEWER SERVICE	8.84
		1.00	1	STORM WATER	2.00
				Previous Balance	\$0.00

AMT DUE IF PAID BY DUE DATE



TOTAL DUE  
**\$172.01**

**PLEASE RETURN THIS PORTION WITH YOUR PAYMENT - IF PAYING IN PERSON PLEASE BRING ENTIRE BILL WITH YOU  
SEE BACK OF BILL FOR OPTIONAL PAYMENT METHODS**

ACCOUNT NUMBER	28.100600.2
CUSTOMER NAME	KATHERINE SLONE
SERVICE ADDRESS	9259 LAKESIDE ST
AMOUNT DUE	\$172.01
DUE DATE	08/10/2022
AMOUNT AFTER DUE DATE	\$180.61
AMOUNT PAID	

**28.100600.2**

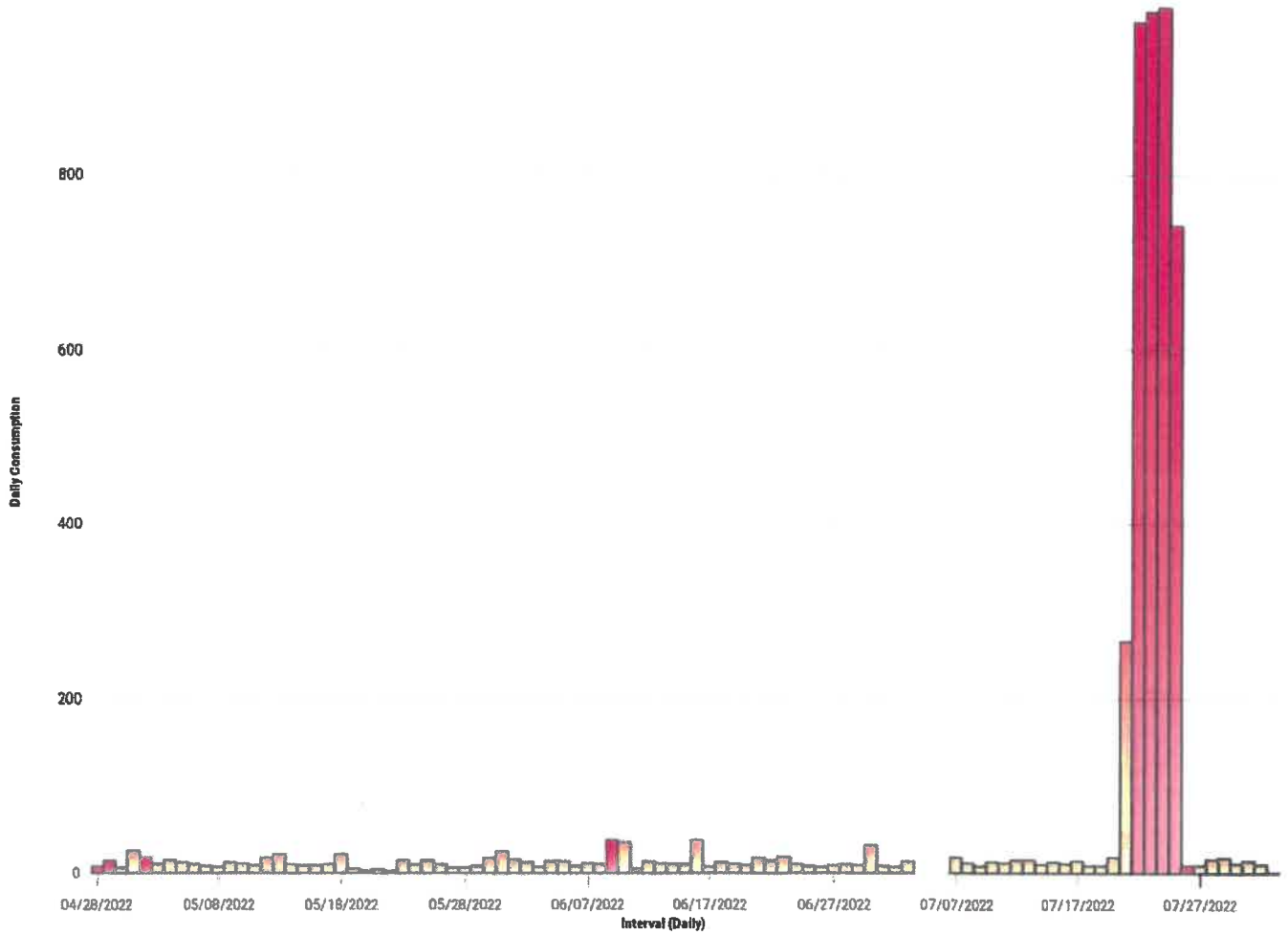
**CONTINUOUS LEAK**

**MAKE CHECKS PAYABLE TO: CITY OF HUBER HEIGHTS**

**MAIL PAYMENTS TO:**

**SUEZ  
PO BOX 24099  
HUBER HEIGHTS OH 45424-0099**

E-Coder R900i Data Logging Report  
MIU#: 1564606232 for 04/26/2022 - 08/02/2022 - 5/8" - 1" T-10, CUBIC FEET





# City of Huber Heights

6131 Taylorsville Road  
Huber Heights, OH 45424

937.233.1423  
fax: 937.233.1272  
www.hhoh.org

06/30/2022

Mrs. Nancy Byrge  
5198 Rainwood Ct.  
Huber Heights, OH 45424

RE: Water Bill Review

Mrs. Byrge,

This letter is in response to your request for credit that was discussed at the May meeting of the Citizens Water and Sewer Advisory Board. The board reviewed the request for an adjustment on your water and sewer bill and voted to deny any adjustment because this type of water loss does not fall under the definition of a leak in City Ordinance 2011-O-1895 (929.17). We apologize for the delay in our response.

If you have any further questions, please contact Veolia at 937-233-3292

Samuel Robinson, Chair  
Citizens Water and Sewer Advisory Board



929.17 - Adjustments.

No deduction shall be made or adjustment allowed to any consumer of water because of wasted water in any water pipe, tank or other apparatus or device. The amount of water registered by any meter shall be charged and paid for in full, irrespective of whether such water, after having been registered, was wasted. However, the City Manager or his/her designee may make an adjustment for leakage in an underground water service, on a case by case basis, if the leak could not be reasonably detected by the customer, and the customer proceeded in a timely manner to remedy the cause of the leak after being made aware of such leak.

(Ord. 2011-O-1895, Passed 6-27-11)

CITY OF HUBER HEIGHTS  
STATE OF OHIO

RESOLUTION NO. 2022-R-7181

ESTABLISHING THE CITY OF HUBER HEIGHTS DRINKING WATER VOUCHER PROGRAM AND DECLARING SAID PROGRAM TO BE A PUBLIC PURPOSE.

WHEREAS, the City owns and operates its own public water utility; and

WHEREAS, this utility experiences water main breaks from time to time which causes residents to be placed under a boil advisory when using water provided by the public water utility; and

WHEREAS, the City Council of Huber Heights has requested a program be established to provide residents with bottled drinking water when boil advisories are in effect.

NOW, THEREFORE, BE IT RESOLVED by the City Council of Huber Heights, Ohio that:

Section 1. The City Council hereby establishes the Drinking Water Voucher Program to provide any residence placed under a boil advisory with bottled drinking water during times when a boil advisory is in effect. A copy of the Drinking Water Voucher Program is attached hereto as Exhibit A as if incorporated herein.

Section 2. By establishing the Drinking Water Voucher Program, the City Council deems this program to be for a valid public purpose and expenditures in furtherance of the program are deemed to be in the public interest.

Section 3. It is hereby found and determined that all formal actions of this Council concerning and relating to the passage of this Resolution were adopted in an open meeting of this Council and that all deliberations of this Council and of any of its Committees that resulted in such formal action were in meetings open to the public and in compliance with all legal requirements including Section 121.22 of the Ohio Revised Code.

Section 4. This Resolution shall go into effect upon its passage as provided by law and the Charter of the City of Huber Heights.

Passed by Council on the 24<sup>th</sup> day of October, 2022;  
8 Yeas; 0 Nays.

Effective Date: October 24, 2022

AUTHENTICATION:

*Anthony Ruda*  
Clerk of Council

10-25-22  
Date

*Roger Hale*  
Mayor

10/27/22  
Date

## EXHIBIT A

# CITY OF HUBER HEIGHTS WATER VOUCHER PROGRAM

10.2022

## OVERVIEW

### 1. Program Background and Description

The Water Voucher Program was developed due to the number of water main breaks throughout the City of Huber Heights. It was brought to the attention of City Council and staff that residents were in need of an avenue for drinkable water when a boil advisory was issued due to a water main break in their area. The City's Water Department (Veolia) works as quickly and efficiently as possible to restore water service in a timely manner. If the water is shut off in order to make repairs, the average time is anywhere between 2 – 4 hours but this timeframe depends on the complexity of the break. Once repairs are complete a (RED) boil water advisory door tag is hung on the residence. This does not mean the water is unsafe, as this is a precautionary measure. Water samples are taken to verify that the water still meets EPA standards for drinking water. The tag that is hung also lists the maximum hours that it is expected to get lab results back. Once the lab has verified the samples meet EPA standards, a Veolia technician will deliver a (BLUE) tag on the residence notifying that there is no longer a need to boil the water.

### 2. Program Justification

The water voucher program is being established to provide one (1) case of drinkable water to those residences that are impacted by a boil advisory and have received a RED boil water advisory door tag. The voucher will be printed on the door tag and redeemable at a specific local business that has partnered with the City of Huber Heights for the program. There is no cash value to the voucher. If there are barriers to a resident's ability to redeem the voucher, they will need to contact City Hall for special assistance.

As part of this program, there will also be an education component about water main breaks/repairs, boil advisories, and other important water information shared throughout the community. There will also be improved communication with City Council members to ensure that timely information is relayed, so that council will be part of the education to their constituents.

### 3. Objectives

- Provide an avenue for drinkable water to any residence impacted by a boil advisory for a water main break.
- Improve communication and reduce spread of misinformation.
- Increase awareness on what types of water main breaks/repairs require a boil advisory.
- Increase transparency and accountability.
- Increase/improve customer service for the Water Department (Veolia) and the City of Huber Heights.

### 4. Impact of Program

- Residents of Huber Heights – will gain increased awareness for what types of water main breaks/repairs require a boil advisory as well as what residents need to boil water for what purposes (ie. boil for drinking, but not for showering). Residents will also be impacted by not having to boil water for drinking purposes by receiving a case of bottled water if they receive a RED boil water advisory tag.

- City Council – will have better communication and information as it relates to water main breaks in the city. This will then foster a better relationship with residents by providing accurate and timely information. Council will receive information within the first hour of the next business day.
- City Staff – will increase customer service experience for residents by assisting those residents who have barriers to picking up a case of water at the designated local business.
- Water Department (Veolia) – will increase customer service by ensuring residents know they are impacted due to a water main break in their area and increasing communications related to timelines for repairs.

## 5. Exclusions of Program

**i** The following is a list of exclusions:

- Businesses in impacted area.
- A residence outside of the boil advisory designated area where the water main break happened.
- A residence outside of the City of Huber Heights.
- A residence not on the City of Huber Heights water system.

## 6. Implementation Plan

September 2022	Draft of program to Interim City Manager for review Review and make edits
October 2022	Present program to City Council for adoption Print new RED water boil advisory tags
November 2022	Begin implementation program
December 2022	Evaluate 30-day implementation progress Adjust program as necessary
April 2023	6 month evaluation of program Adjust program as necessary

## 7. Budget

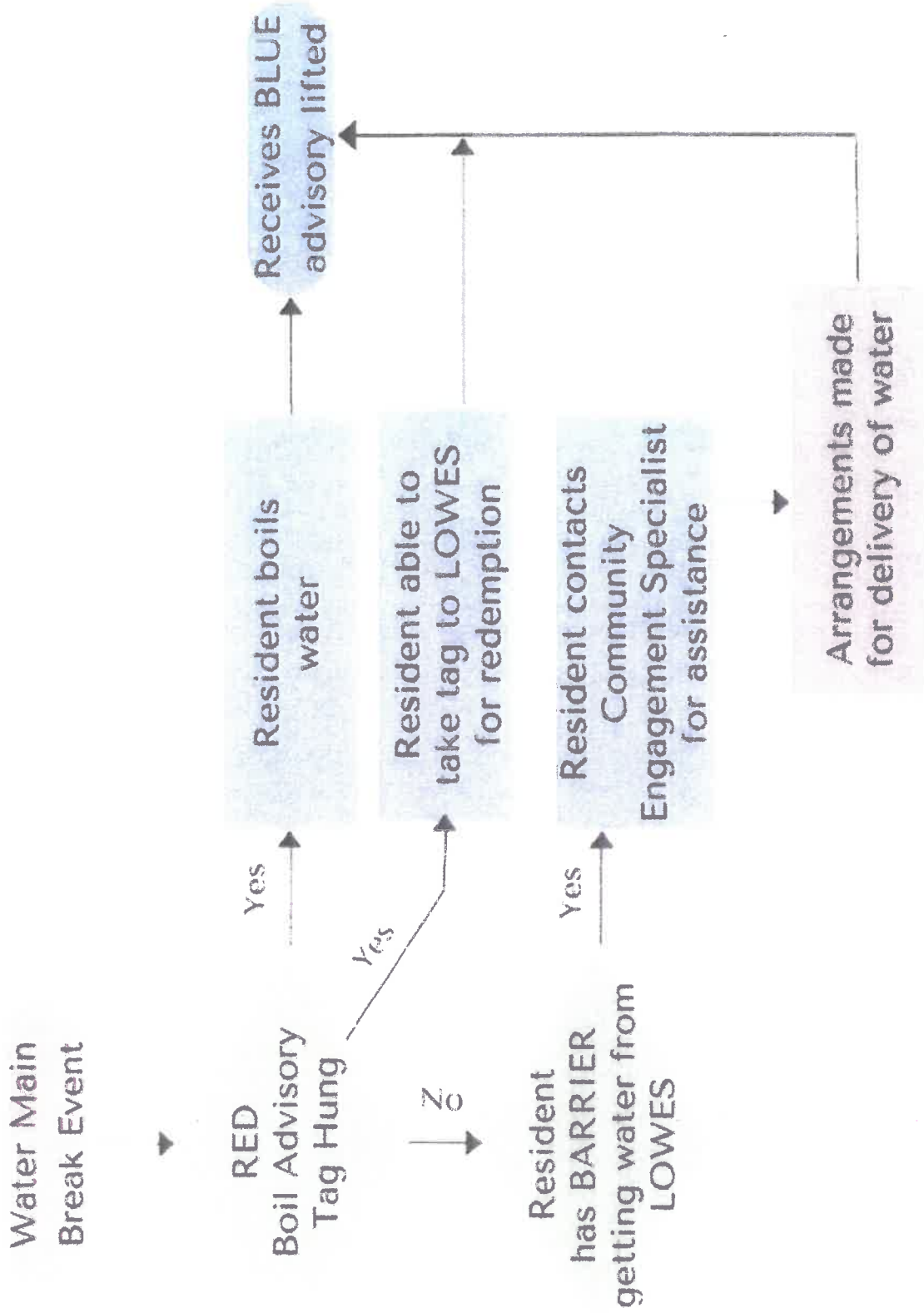
Funding for this program will come from the water fund (501.320.5409)

## 8. Flow of Program

Exhibit 1 on page 3 demonstrates the flow of the water voucher program. \*Special cases will be handled on a case-by-case basis. The program will involve:

- Water Department (Veolia)
- Community Engagement Specialist
- Finance Department
- Volunteers

# WATER VOUCHER PROGRAM FLOW CHART



**2023**  
**Citizens Water and Sewer Advisory Board**  
**Meeting Schedule**

<b>Meeting Date</b>	<b>Time</b>	<b>Location</b>
Tuesday, January 17, 2023	6:00 PM	Police Community Room
Monday, March 20, 2023	6:00 PM	Police Community Room
Monday, May 15, 2023	6:00 PM	Police Community Room
Monday, July 17, 2023	6:00 PM	Police Community Room
Monday, September 18, 2023	6:00 PM	Police Community Room
Monday, November 20, 2023	6:00 PM	Police Community Room