



HEARING REQUEST

RECEIVED  
SEP 30 2019  
CITY CLERK

To: SARA STRECKER EDWARD STRECKER  
329 SAVAGE LN  
LITTLE CANADA MN 55117-5105

From: Saint Paul Regional Water Services

Date: September 10, 2019

RE: Account Number: 0093478  
Customer Number: 196914  
Service Address: 1074 GALTIER ST

Dear SPRWS Customer,

You have a right to a hearing if there is a disagreement regarding your account. Hearings are held with an impartial Hearing Officer, who listens to your concerns, considers all relevant information and makes a recommendation for a settlement. The Hearing Officer will contact you to arrange for a hearing after this completed and signed form is returned to Saint Paul Regional Water Services, 1900 Rice St Saint Paul MN 55113.

Sincerely,

Customer Service  
Saint Paul Regional Water Services  
1900 Rice St., Office Building  
Saint Paul Minnesota 55113  
Phone: 651-266-6351

Reason for Hearing: *We would like a hearing to address the excessively large water bill our tenant, Megan Johnson, was allowed to accrue without being cut off. The first we heard of this amount was when we recieved a duplicate bill for over \$1000 due. At this time the actual bill (to date) was in excess of \$1,600. We will undoubtably be held responsible for this bill as our tenant has no means to pay it and has been given notice to vacate. It is our understanding that the water, which should have been terminated a long time ago, was allowed to continue to run due to a long time broken shut off valve in the street. We dont feel we should*

Signature: *[Signature]* Date: 9-24-2019

Name: Ed Strecker Telephone Number: 612-250-6320  
(Please print)

*be held liable for this incredibly large bill for services we personally did not receive.*

Created D 9/27/2019 8:40:12 AM

Customer 221918

Account N 0093478

Service Ac 1074 GALTIER ST

Mailing Address:

MEGAN JOHNSON

1074 GALTIER ST

SAINT PAUL MN 55117-5105

Service	Read Date	Meter	Read Type	Read Status	Previous Reading	Current Reading	Consumption	Days	Informational?	Billed Consumption	Average
Water	9/17/2019	91504834	Water	Verified Read	0.00	650.00	0.00	0	TRUE	0.00	0.00
Water	8/29/2019	91504834	Water	Actual Read	531.00	636.00	105.00	90	FALSE	105.00	1.17
Water	5/31/2019	91504834	Water	Actual Read	441.00	531.00	90.00	91	FALSE	90.00	0.99
Water	3/1/2019	91504834	Water	Actual Read	403.00	441.00	38.00	91	FALSE	38.00	0.42
Water	11/30/2018	91504834	Water	Actual Read	379.00	403.00	24.00	93	FALSE	24.00	0.26
Water	8/29/2018	91504834	Water	Actual Read	357.00	379.00	22.00	90	FALSE	22.00	0.24
Water	5/31/2018	91504834	Water	Actual Read	335.00	357.00	22.00	91	FALSE	22.00	0.24
Water	3/1/2018	91504834	Water	Actual Read	312.00	335.00	23.00	87	FALSE	23.00	0.26
Water	12/4/2017	91504834	Water	Actual Read	288.00	312.00	24.00	96	FALSE	24.00	0.25
Water	8/30/2017	91504834	Water	Actual Read	265.00	288.00	23.00	91	FALSE	23.00	0.25
Water	5/31/2017	91504834	Water	Actual Read	235.00	265.00	30.00	90	FALSE	30.00	0.33
Water	3/2/2017	91504834	Water	Actual Read	200.00	235.00	35.00	91	FALSE	35.00	0.38
Water	12/1/2016	91504834	Water	Actual Read	169.00	200.00	31.00	93	FALSE	31.00	0.33
Water	8/30/2016	91504834	Water	Actual Read	146.00	169.00	23.00	90	FALSE	23.00	0.26
Water	6/1/2016	91504834	Water	Actual Read	124.00	146.00	22.00	92	FALSE	22.00	0.24
Water	3/1/2016	91504834	Water	Actual Read	97.00	124.00	27.00	91	FALSE	27.00	0.30
Water	12/1/2015	91504834	Water	Actual Read	86.00	97.00	11.00	54	FALSE	11.00	0.20

Created Date/Time: 9/27/2019 8:36:42 AM  
 Customer Number 221918  
 Account Number: 0093478  
 Service Address: 1074 GALTIER ST  
 Mailing Address:  
 MEGAN JOHNSON  
 1074 GALTIER ST  
 SAINT PAUL MN 55117-5105

Transaction Date	Transaction	Transaction Amount	Balance
9/17/2019	Transfer To Sewer	\$648.60	\$1,625.71
9/17/2019	Transfer To Water	\$1,031.56	\$977.11
9/17/2019	Bill Cancellation	(\$54.45)	(\$54.45)
9/11/2019	Transfer From Sewer	(\$648.60)	\$0.00
9/11/2019	Transfer From Water	(\$1,031.56)	\$648.60
9/11/2019	Auto Final Bill Due: 9/26/2019	\$54.45	\$1,680.16
9/10/2019	Cycle Billing Due: 9/25/2019	\$529.43	\$1,575.71
9/9/2019	Service Charge	\$50.00	\$1,625.71
7/15/2019	Late Charge - Quarterly	\$24.10	\$1,046.28
6/10/2019	Cycle Billing Due: 6/25/2019	\$482.03	\$1,022.18
4/10/2019	Late Charge - Quarterly	\$15.70	\$540.15
3/8/2019	Cycle Billing Due: 3/23/2019	\$313.91	\$524.45
1/14/2019	Late Charge - Quarterly	\$10.03	\$210.54
12/27/2018	Certified Arrears	(\$99.74)	\$200.51
12/10/2018	Cycle Billing Due: 12/25/2018	\$200.51	\$300.25
11/13/2018	Pending Certification Sewer	(\$90.23)	\$99.74
11/13/2018	Pending Certification Sewer	\$90.23	\$189.97
11/13/2018	Pending Certification Water	(\$9.51)	\$99.74
11/13/2018	Pending Certification Water	\$9.51	\$109.25
11/1/2018	Payment - Infinity.Link	(\$100.00)	\$99.74
10/15/2018	Late Charge - Quarterly	\$9.51	\$199.74
10/1/2018	Payment - Infinity.Link	(\$100.00)	\$190.23
9/11/2018	Cycle Billing Due: 9/26/2018	\$192.59	\$290.23
7/13/2018	A/R Reconciliation - Credit	(\$3.32)	\$97.64
7/13/2018	A/R Reconciliation - Debit	\$3.32	\$100.96
7/11/2018	Late Charge - Quarterly	\$5.05	\$97.64
7/2/2018	Payment - Infinity.Link	(\$100.00)	\$92.59
6/8/2018	Cycle Billing Due: 6/23/2018	\$192.59	\$192.59
5/2/2018	Payment - Infinity.Link	(\$106.81)	\$0.00
4/10/2018	Late Charge - Quarterly	\$5.09	\$106.81
4/6/2018	A/R Reconciliation - Credit	(\$7.60)	\$101.72
4/6/2018	A/R Reconciliation - Debit	\$7.60	\$109.32
3/30/2018	Payment - Infinity.Link	(\$100.00)	\$101.72
3/8/2018	Cycle Billing Due: 3/23/2018	\$201.72	\$201.72
3/1/2018	Payment - Infinity.Link	(\$100.73)	\$0.00

This was actually billed before the \$50 service charge was added to the account.

# All comments

Date/Time Entered	Comments
9/17/2019 7:25:30 AM	CANCELLED MIMO TO BRIAN. BRIAN CALLED SAYING HE DOESN'T LIVE AT THE PROPERTY. THEY ARE PLAYING GAMES TO KEEP THE WATER ON. TALKED TO OWNER HE IS AWARE WE PUT THE ACCOUNT IN HIS NAME. NO MIMO'S UNLESS THE OWNER CALLS TO SAY IT IS OK.
9/16/2019 9:45:31 AM	Megan was shut off 9/10/19. Brian called saying he was the new tenant. Ed the owner said it was ok to put it in Brian's name. Now Brian is calling saying he was kicked out. Waiting to hear from the owner.
9/10/2019 9:40:15 AM	OWNER BALANCE TRANSFER 09/10/2019 064510850 CUST READ
8/30/2019 7:38:23 AM	08/30/2019 JJ talked with Ed regarding the high usage and continuous leak, he is going to the property to find out whats going on and fix any leaks.
6/3/2019 6:34:50 AM	06/03/2019 JL Talked to Ed the owner and left a message for Megan regarding the high usage. Ed will go over and replace the flappers and fill valves.
9/11/2015 9:56:16 AM	Mr Strecker called, we were confused by the billing, So we Cancelled last mimo to Sara 8/31, then finally cancelled orginal mimo 8/17. and redid orginal mimo to 8/31  Ernestine moved out 8/17 , but but Larry did not move until 8/31.  We told Mr Strecker amount still owing was 113.82, but when all fianals were cancelled and redone, amount owing is only 109.93
8/20/2015 9:56:02 AM	Asked Ernestine to have the owner call to straighten out who is living at this property. If Larry is living here still. We need to cancel MIMO and just remove Ernestine from the account. Ernestine wanted to make an arrangement she no longer lives at this property.
8/14/2015 1:14:59 PM	08/14/15 SPOKE TO ERNESTINE EKPKINS, MOVED OUT ABOUT FOUR (4) WEEKS AGO.
8/10/2015 3:54:10 PM	PROPERTY PLACARD FOR SHUT OFF 08/21/2015 JMR
9/30/2013 11:09:15 AM	WAIVED THE LATE FEE OF 2.16 WE DROPPED THE BALL WITH THE MI/MO. ARS
8/7/2013 3:18:59 PM	ADD MAILING ADDRESS PER CORRE
2/22/2013 4:16:22 PM	SPRWS INSTALLED THE NEW ECODER METER.
1/10/2013 11:16:46 AM	FORECLOSURE SEND BILLS TO RLTR PER JENNIFER
1/9/2013 8:47:28 AM	THE WATER IS STILL ON - POSSIBLE BROKEN TEE WO#1300268 - REFER SHUT OFF INQUIRIES TO DISPATCH

# Service Orders

Type of Service Order	Service Message	Print Date	Date Work Completed	Cancelled	Date/Time Created	Completion Code	Closing Notes	Action ID
RECONNECT DISPATCH	09/10/19 S/O LIST OK TO TURN WATER ON PER MARIE/TRU SOMEONE HOME	9/10/2019	9/10/2019	FALSE	9/10/2019 9:44:59 AM	ON (DISPATCH)		
DISCONNECT NON PAYMENT VIOLATION	Disconnect for Broken Arrangement	9/9/2019	9/10/2019	FALSE	9/9/2019 3:19:43 PM	OFF NON PAY		Broken Arrangement Disconnect Order
FIELD INVESTIGATION	POOR PRESSURE 651-707-4372	2/6/2016	2/6/2016	FALSE	2/6/2016 1:14:31 PM	ASSISTED OWNER WITH WATER ISSUE	CHECKED SERVICE AT METER VALVES - FIRST VALVE NOT CONTROL - SECOND VALVE CONTROL SERVICE /ON	
VERIFICATION READING	NEED A VERIFICATION FOR FINAL BILL. LDP	8/14/2015	8/17/2015	FALSE	8/14/2015 1:14:38 PM	LORI PETRICKA - READING OBTAINED	08/17/15 - VERIFIED READING 00861779	
RECONNECT RESET METER	TO RESET (WATER STILL ON) ~ LOCKBOX 7 0 9 3 back door ~ PLEASE CALL #763-786-0600 WHEN DONE	2/13/2013	2/14/2013	FALSE	2/13/2013 11:43:46 AM	RECONNECT/RESET 1" & LESS MTR CHRG	2/14/13 - TO RESET / ON - METER STARTS AT 000000.018	
PENDING CMMS WORK ORDER (RPO)	wo SBX ON.BROKEN TEE	1/8/2013	8/15/2019	FALSE	1/8/2013 11:37:14 AM	WORK ORDER COMPLETED	FULL LEAD RPL	Pending CMMS WO Reconnected Status
FIELD INVESTIGATION	BLOW OUT AND SHUTOFF FOR METER SHOP PER CONI - 1/4/13 - SOR / NOT OFF - NEEDS BLOW OUT - METER REMOVED - FINAL READING 012616.179	1/8/2013	1/8/2013	FALSE	1/8/2013 10:42:38 AM	wo SBX ON	BROKEN TEE	
DISCONNECT REMOVE (MTR OPS)	SOR // 12/21/12 8-12 LEXI 651-329-2969	12/14/2012	1/4/2013	FALSE	12/14/2012 9:50:24 AM	ON METER REMOVED SBX bo	1/4/13 - SOR / NOT OFF - NEEDS BLOW OUT - METER REMOVED - FINAL READING 012616.179	
CONVERTED METER HISTORY DATA	Trans Number: 37 ARB installation - complete changeout	6/21/1988		FALSE	6/21/1988 12:00:00 AM		0	