

CITY OF NORTH CANTON, OHIO

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IN RE:)
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Water Board Meeting)
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) TRANSCRIPT OF PROCEEDINGS
)

Transcript of Proceedings, taken before the North
Canton Water Board, taken by the undersigned, Shannon
Roberts, a Registered Professional Reporter and Notary
Public in and for the State of Ohio, at the offices of
North Canton City Hall, 145 North Main Street, North
Canton, Ohio, on Tuesday, the 19th day of February,
2019, at 9:01 a.m.

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APPEARANCES:

Patrick DeOrio, Director of Administration

Laura Brown, Director of Finance

Timothy Fox, Director of Law

Mark Cerreta, Member

1 MR. DEORIO: It is 9:01. So it is 9:01
2 a.m. on Tuesday, February 19th. I'd like to
3 call the North Canton Water Board meeting to
4 order.

5 I will call the roll.

6 Member Cerreta.

7 MR. CERRETA: Here.

8 MR. DEORIO: Member Fox.

9 MR. FOX: Here.

10 MR. DEORIO: Member Brown.

11 MS. BROWN: Here.

12 MR. DEORIO: And Member DeOrio is here.

13 The first item on the agenda is to review
14 the minutes from the January 24th, 2019
15 meeting. I believe those were sent to you.

16 Are there any changes to the minutes
17 prepared by Premier Court Reporting?

18 (No response.)

19 MR. DEORIO: If not, I'll entertain a
20 motion to approve as submitted.

21 MR. CERRETA: Motion to approve.

22 MR. FOX: Second.

23 MR. DEORIO: Moved and seconded. All
24 those in favor, signify by saying "Aye."

25 MS. BROWN: Aye.

1 MR. FOX: Aye.

2 MR. DEORIO: Aye.

3 MR. CERRETA: Aye.

4 MR. DEORIO: Opposed?

5 (No response.)

6 MR. DEORIO: Motion passes.

7 The second item is to analyze appeals
8 regarding overages of water utilities.

9 Member Brown.

10 MS. BROWN: We have one overage this
11 morning. This is from a business outside the
12 City. So they are paying our highest rate
13 class. Typically, this business, this
14 location is just a storage facility. There
15 is one toilet there for, you know, people
16 that use that facility, come in and out. And
17 so they usually pay the minimum each month;
18 have very little water usage.

19 That toilet had a leak, so they had two
20 very high bills as it crossed over two
21 billing cycles. And they wrote to us, now
22 that they fixed their problem, if there was
23 anything we could do to help with the high
24 bill they received. The typical bill would
25 be in the \$30 range. The most recent bill

1 they received was \$387. So you can see it's
2 quite a difference.

3 What we typically do in high usage
4 situations, where we know what the problem is
5 and the problem has been corrected, is we
6 offer to sell them that water at the lowest
7 rate possible. So instead of \$10.47 per
8 thousand gallons, the lowest rate in their
9 category is \$7.62 per thousand gallons.
10 Running all the numbers, that would give them
11 a credit of about \$150, if we chose to go
12 that direction.

13 This account is always paid on time.
14 Never any issues with it, other than this
15 one-time thing.

16 MR. CERRETA: Well, that seems fair. As
17 we said before, in other instances like that,
18 we can't be responsible for issues and
19 problems. We have a business to run, too.
20 We are business friendly by charging them the
21 lowest rate. I think that's a pretty good
22 option, in my opinion.

23 MR. FOX: I agree. Follow the standard
24 practice and policies. It seems to be that
25 happens to all of us. You jiggle the handle

1 now and then, and it stops it from running.
2 If it's something that's beyond that, they
3 fix the problem. Or the chain continues to
4 make it run. And, surprisingly, it's quite
5 an incredible increase --

6 MR. CERRETA: Yeah.

7 MR. FOX: -- in the rate.

8 MR. CERRETA: Must have gone on for some
9 time.

10 MS. BROWN: It did, for about a month.
11 And one issue we talked about before is we
12 only read meters once a month. So you don't
13 know until you go read that meter, and by
14 then, a lot of time has passed. Hopefully,
15 with our new meter reading system, we'll get
16 those reads every morning and be able to
17 alert the customer.

18 MR. DEORIO: This continues to seem to be
19 an issue that comes before us, and I don't
20 know if there is anything we can -- have you
21 thought about on how -- is there a better way
22 to handle this?

23 I mean, even if we get these things,
24 like, now -- assuming that AMI works the way
25 it's supposed to, but if it doesn't, it's a

1 long time in between meetings, you know, for
2 somebody to get resolution on their issue.

3 So --

4 MR. CERRETA: Do we want to make a
5 standard, like, what we would do every time;
6 if they'd like to appeal that, they come to
7 the Water Board? So we don't have to wait to
8 bring these up every time, and -- and, you
9 know, if this -- this is all we have to do,
10 this is -- we can do more than that. This is
11 not really what we are for every time. We
12 could just have a standing, running thing,
13 everybody has an issue they have to face.

14 Pat, maybe you can make that call, since
15 you are right on top of it; or Laura, one of
16 you two. That seems to be within the normal
17 range of, you know, someone's personal issue
18 with plumbing or something, that we will, you
19 know, over a certain amount of cost of some
20 kind, refer to the inside lowest rate. And
21 then they could appeal that, come to us,
22 rather than us doing this every time. I
23 mean, I don't know what you think about that.

24 MS. BROWN: Well, I have drafted a policy
25 regarding that.

1 MR. CERRETA: Okay.

2 MS. BROWN: As far as with some
3 standards, if we know what the issue is, like
4 in this case; if it's an unknown issue, but
5 it seems to have stopped or various things.

6 And in my draft, it would be -- we would
7 follow, basically, the process we have done
8 as a committee through the last year or two.
9 And then if the customer isn't happy with
10 that or feels like it's not a full
11 resolution, then they would appeal to the
12 Board if they didn't agree with the policy
13 decision.

14 MR. CERRETA: Seems fair.

15 MR. DEORIO: So would you want to
16 circulate copies of the draft policy to the
17 members? And then we could schedule a --
18 either a special meeting with this on the
19 agenda or we could schedule it at our next
20 regularly occurring Water Board meeting,
21 which is the fourth Thursday of the month,
22 which we won't do this month of February, but
23 we could do it in March. We can still
24 address the other usages, instances we have
25 today.

1 MS. BROWN: That would be fine.

2 MR. DEORIO: So we'll -- I'll make a note
3 here for the record, you want it to go
4 earlier than the end of March.

5 MS. BROWN: I think we should just do a
6 special meeting, that way if we have any come
7 in, we won't have to have another regular
8 meeting.

9 MR. CERRETA: I won't be available the
10 last week of March. That's spring break.
11 You can schedule it, but I won't be here.

12 MR. DEORIO: Let's look at a date here.

13 MS. BROWN: We can do the 7th, the first
14 Thursday in March.

15 MR. FOX: I'm available.

16 MR. DEORIO: I'm available.

17 MR. CERRETA: On the 7th?

18 MS. BROWN: Uh-huh.

19 MR. CERRETA: Yeah, that would work.

20 MR. DEORIO: Make that, set that,
21 establish that as part of this, or sent out a
22 notice -- send out a notice --

23 MR. FOX: We can -- there is no harm in
24 voting. So let's do that. A motion to meet
25 on Thursday, March 7th, 9:00 a.m.

1 MS. BROWN: I'll second that.

2 MR. DEORIO: Move and seconded to hold a
3 special meeting on Thursday, March 7th, at
4 9:00 a.m.

5 All those in favor, signify by saying
6 "Aye."

7 MR. FOX: Aye.

8 MS. BROWN: Aye.

9 MR. DEORIO: Aye.

10 MR. CERRETA: Aye.

11 MR. DEORIO: All opposed?

12 (No response.)

13 MR. DEORIO: Motion carries.

14 So do you have clarity on the one issue
15 that we need to discuss --

16 MS. BROWN: Well, we --

17 MR. DEORIO: -- what you wanted to do.

18 MS. BROWN: -- actually need a motion to
19 give them the lowest rate in their category.

20 MR. CERRETA: I make a motion to give
21 them the lowest rate that we have.

22 MR. FOX: Second.

23 MR. DEORIO: Moved by Member Cerreta,
24 seconded by Member Fox. I'll do a roll call.

25 Member DeOrio, yes.

1 Member Brown.

2 MS. BROWN: Yes.

3 MR. DEORIO: Member Fox.

4 MR. FOX: Yes.

5 MR. DEORIO: Member Cerreta.

6 MR. CERRETA: Yes.

7 MR. DEORIO: Are there any other overage
8 issues?

9 MS. BROWN: There are not.

10 MR. DEORIO: There are not. Okay. There
11 are no applications to provide water to new
12 locations outside the City limits.

13 So that completes the agenda. Do I have
14 a motion to adjourn?

15 MR. FOX: Motion.

16 MR. CERRETA: Second.

17 MR. DEORIO: All those in favor, signify
18 by saying "Aye."

19 MR. CERRETA: Aye.

20 MR. FOX: Aye.

21 MR. DEORIO: Aye.

22 MS. BROWN: Aye.

23 MR. DEORIO: All opposed?

24 (No response.)

25 MR. DEORIO: We are adjourned. It is

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9:09 a.m.

(This proceeding concluded at 9:09 a.m.)



Patrick A. DE ORIO
Director of Administration

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C E R T I F I C A T E

STATE OF OHIO,)
)
STARK COUNTY.)

I, Shannon Roberts, a Registered Professional Reporter and Notary Public in and for the State of Ohio, duly commissioned and qualified, do hereby certify that the within testimony so given was by me reduced to Stenotype, afterwards prepared and produced by means of Computer-Aided Transcription, and that the foregoing is a true and correct transcription of the testimony so given.

I further certify that this proceeding was taken at the time and place in the foregoing caption specified.

I further certify that I am not a relative of, employee of or attorney for any party or counsel, or otherwise financially interested in this action.

I do further certify that I am not, nor is the court reporting firm with which I am affiliated, under a contract as defined in Civil Rule 28(D).

IN WITNESS WHEREOF, I have hereunto set my hand and affixed my seal of office at Canton, Ohio, this 25th day of February, 2019.

Shannon Roberts, Notary Public
My commission expires February 2, 2023