



Duluth Public Utilities Commission
Utility Appeal Form

Please provide all the information listed below and return form to Director, Duluth Public Works and Utilities Department, 211B City Hall, 411 West First Street, Duluth, MN 55802.

Name of person filing this appeal must match the name on the utility account.

Name: Tianna Stringer, Account #: 143571703-018
Service Address: 118 W. Reis St., Duluth, MN 55808, Mailing Address: Same as service add.
Daytime Phone: (612) 407-3771, Alternate Phone:
E-mail (optional): keavinsantino15@gmail.com

Description of dispute or issue (attach additional sheets and any documentation, if needed):

Ms. Stringer disputes her water and sewer bill dated 6/28/2019. She was billed for 39 CCFWs of water and sewer usage for a one month period, which is ten times her normal usage.

HRA (her landlord) has inspected her home, and found no water leaks or running water. Ms. Stringer did nothing different during that month, and did not use ten times her normal water usage.

Description of any action you are requesting or expected outcome of appeal:

Ms. Stringer requests that Comfort Systems remove the excess charges by adjusting her bill to not more than 10 CCFMS (her highest usage outside of the disputed period). This adjustment would reduce her June 28, 2019 bill by \$283. Ms. Stringer paid her outstanding bill in full on October 2, 2019, and requests that Comfort Systems credit her account by this amount.

I certify that the information I have given is true and accurate to the best of my knowledge.

[Handwritten signature of Tianna Stringer]

10-4-2019

(Signature)

Tianna Stringer

(Date)

Office Use Only- Date form received by Director's Office

Hearing date and time



Received by \_\_\_\_\_

Appeal results: Accepted \_\_\_\_\_ Denied \_\_\_\_\_

# Transaction Statement

**Service Address**

118 W Reis ST  
DULUTH, MN 55808

**Mailing Address**

HRA  
PO BOX 16900  
Duluth, MN 55816-9001

**Account Number**

143571703-018

**Amount Due**

\$793.39

**Account Number**

143571703-018

**From - Through**

3/13/2019 - 9/13/2019

**Service Address**

118 W Reis ST  
DULUTH, MN 55808

**Services**

GAS  
WATER & SEWER  
STORM  
STREET LIGHTS

**Beginning Balance**

\$252.04

Date	Type	Amount	Running Balance	Description
03/28/2019	Penalty	\$3.35	\$255.39	
03/28/2019	Bill	\$204.11	\$459.50	Due Date 04/18/2019
04/09/2019	Payment	(\$45.00)	\$414.50	Check
04/26/2019	Penalty	\$5.51	\$420.01	
04/26/2019	Bill	\$130.37	\$550.38	Due Date 05/16/2019
05/09/2019	Payment	(\$45.00)	\$505.38	Check
05/29/2019	Penalty	\$3.81	\$509.19	
05/29/2019	Bill	\$182.34	\$691.53	Due Date 06/19/2019
05/29/2019	Payment Assistance	(\$274.00)	<del>\$417.53</del>	
06/14/2019	Payment	(\$45.00)	\$372.53	Check
06/28/2019	Penalty	\$4.94	\$377.47	
06/28/2019	Bill	\$452.13	\$829.60	Due Date 07/22/2019
07/17/2019	Payment	(\$45.00)	\$784.60	Check
07/29/2019	Penalty	\$10.36	\$794.96	
07/29/2019	Bill	\$77.52	\$872.48	Due Date 08/19/2019
08/07/2019	Payment	(\$45.00)	\$827.48	Check
08/28/2019	Penalty	\$10.91	\$838.39	
08/28/2019	Bill	\$95.90	\$934.29	Due Date 09/18/2019
09/11/2019	Payment	(\$95.90)	\$838.39	Check
09/12/2019	Payment	(\$45.00)	\$793.39	Check

# Transaction Statement

Total Due

\$793.39

Account Number

143571703-018

**Consumption Trend Report:**

3/13/2019 - 9/13/2019

372 / 829.60

Account #

143571703-018

Service Address

118 W Reis ST  
DULUTH, MN 55808

Mailing Address

HRA  
PO BOX 16900  
Duluth, MN 55816-9001

Consumption Information	Gas		Sewer		Storm Water		Street Lights	
	CCFG	Charge Amount	CCFW	Charge Amount	Storm	Charge Amount	Units	Charge Amount
08/28/2019	18	\$20.71	5	\$39.19	1.00	\$6.75		\$2.00
07/29/2019	19	\$21.34	3	\$27.83	1.00	\$6.75		\$2.00
06/28/2019	53	\$44.56	39	\$232.31	1.00	\$6.75		\$2.00
05/29/2019	98	\$74.09	8	\$56.23	1.00	\$6.75		\$2.00
04/26/2019	88	\$66.44	4	\$33.51	1.00	\$6.75		\$2.00
03/28/2019	111	\$83.00	10	\$67.59	1.00	\$6.75		\$2.00
<b>Total</b>	<b>387</b>	<b>\$310.14</b>	<b>69</b>	<b>\$456.66</b>	<b>6.00</b>	<b>\$40.50</b>		<b>\$12.00</b>

# Consumption Trend Report

Consumption Information	Water	
	CCFW	Charge Amount
08/28/2019	5	\$25.52
07/29/2019	3	\$17.82
06/28/2019	39	\$162.78
05/29/2019	8	\$37.07
04/26/2019	4	\$21.67
03/28/2019	10	\$44.77
<b>Total</b>	69	\$309.63

HOUSING AND REDEVELOPMENT AUTHORITY  
OF DULUTH, MINNESOTA  
222 EAST SECOND STREET  
P.O. BOX 16900 DULUTH, MINNESOTA 55816-0900  
PHONE 218/529-6300 FAX 218/529-6344 MN RELAY 7-1-1 or 1-800-627-3529

## Work Order Summary

**WO #:** 110014822

**Date Opened:** 7/17/19 8:00 am **Originated By:** Managemen **Opened By:** Mike M.

**Urgency:** Routine Maintenance

**Unit Information:**

**Resident:** Stringer, Tianna M      **Phone:** (612) 407-3771  
**Address:** 118 West Reis Street, Duluth, MN 55808  
**Maint Area:** All Scattered Sites &  
**May Enter:** Yes      **Pet In Unit:**

**Problem:** high water bill- check for toilets leaking water(flappers and water level on fill tube) , some rubber treds on stairs are loose- restaple

**Solution:** Checked all toilets, showers and sinks, no sign of water leaking. Also shut off the outside sillcock.

Task Group	Task Code	Task
Plumbing	0327	Toilet Repair

**Time Log:**

Date	Task Code	Worker/Crew/Vendor	Bill Resident?	Start Time	Stop Time	Elapsed	Labor Rate	Total Labor
07/17/2019	0327	Josh C.	No	12:00 PM	12:30 PM	00:30		

**Work Completed (date/time):** 7/17/2019 12:30:00PM

**Resident Charges:** \$ 0.00