

## Facebook Weekly Update: July 24, 2017 – July 28, 2017

### “Woman’s waste container mess cleaned up”

A homeowner contacted the Ombudsman to complain about being overcharged for her waste container. She has dutifully been paying her bill for waste collection and did not realize that she was paying for two containers. It wasn't until she received an invoice which reflected no water usage at her home that she and her grandchildren examined the invoice more closely. She explained that on the Fourth of July holiday two years ago her container was damaged by firecrackers. She called for a replacement and received one. The damaged can was removed at the same time. She had already talked to the city responsible, and they had agreed to give her one quarter's credit. She also informed the city that she was using water at her residence that was not reflected on the invoice and a new water meter was installed. She was not satisfied with only one quarter's credit and contacted the Ombudsman for assistance.



First the Ombudsman contacted the city and obtained copies of the woman's invoices for the period in question. With the invoices it was verified that the woman had been paying for two containers. The Ombudsman then contacted the city and inquired about the date that the replacement container was delivered, which was July 9, 2015. The Ombudsman requested that the account be credited for the time period involved and the city staff person agreed. The woman's credit is approximately \$275.

**The Ombudsman Column**, a production of the Joint Office of Citizens' Complaints, summarizes selected problems that citizens have had with government services, schools and nursing homes in the Dayton area. Contact the Ombudsman by writing to the Beerman Building, 11 W. Monument Avenue, Suite 606, Dayton 45402, or telephone (937) 223-4613, or by electronic mail at [ombudsman@dayton-ombudsman.org](mailto:ombudsman@dayton-ombudsman.org) or like us on Facebook at "Dayton Ombudsman Office."