

## **Minutes of the Fairfax County Consumer Protection Commission**

December 18, 2018

7:00 PM  
Government Center, Conference 8  
12000 Government Center Parkway  
Fairfax, Virginia 22035  
Chairman Fee, presiding

Attendance:

Commissioners: Belkowitz, Callender, Fee,  
Gulakowski, Hargraves, Hine, Lynch, Kazmi,  
Kirk, Omeish, Rosier

Absent:

Commissioners: Javed, Roark

Staff:

Michael S. Liberman, Director  
Cable and Consumer Services  
Rebecca L. Makely, Director  
Consumer Services Division  
Susan C. Jones, Branch Chief  
Consumer Affairs

The meeting was called to order at 7:02 PM by Chairman Fee.

### **Minutes**

The minutes for the October 16, 2018 and November 20, 2018, meetings were approved.

### **Report of the Chairman**

Chairman Fee appointed Commissioner Gulakowski to serve as the nominating committee for the upcoming election in January 2019.

### **Report of the Director**

Director Liberman had no matters to bring before the Commission.

### **Commission Matters**

Commissioner Hine had no matters to bring before the Commission.

Commissioner Hargraves stated he was having latency and DVR issues with Verizon. Also, Commissioner Hargraves received an email concerning a job offer and felt it might be a scam. He will follow up with staff.

Commissioner Lynch stated when he moved to Fairfax County he had a water leak in his home. It was repaired, but he looked into possible insurance coverage and thought Fairfax Water would have a program, but it was Dominion Energy that had the insurance program. He stated the companies need to do a better job of notifying customers.

Commissioner Omeish expressed concern about scams targeting businesses and the sensitive information shared during a scam.

Commissioner Belkowitz spoke about a Verizon issue at his business. He contacted Verizon to discuss options for voiceover internet protocol involving a gift card. The customer service representative was unaware of the offer and then found out the advertisement was not offered in this area and he felt this was misleading.

In addition, Commissioner Belkowitz stated the meter on his home was removed this summer without notice by Dominion Energy, who claimed the meter had been tampered with and electricity was being stolen. He had to pay \$400 to get the issue resolved. His concern was Virginia law stated a seven to ten days' notice was to be given to a customer if there was an issue with their service. The exception is, if the meter was tampered with, no notice was required. Commissioner Belkowitz is concerned about the safety aspects and plans to pursue this issue.

Commissioner Gulakowski purchased tires from Goodyear and received a \$60 rebate card that he thought was a credit card offer not an actual gift card to be used.

In addition, Commissioner Gulakowski stated the Sunday edition of the *Washington Post* had a great scam article on cell phones and tablets. Also, there will be traffic disruption for road improvement near Popes Head and Fairfax County Parkway in 2019.

Commissioner Callender had no matters to bring before the Commission.

Chairman Fee stated the water line replacement warranty rate will increase in 2019.

Commissioner Rosier had no matters to report to the Commission.

Commissioner Kirk had no matters to bring before the Commission.

Commissioner Kazmi had no matters to bring before the Commission.

### **Old Business**

There was no old business before the Commission.

### **New Business**

There was no new business before the Commission.

The meeting adjourned at 7:23 PM