

SULTAN CITY COUNCIL
AGENDA ITEM COVER SHEET

Date: June 26, 2008
Agenda item #: Consent C 4
SUBJECT: Public Works Committee – Request for Relief on Excess Charges
CONTACT PERSON: Laura J. Koenig, Clerk/Deputy Finance Director

SUMMARY STATEMENT: The Public Works Committee has met and reviewed the attached request for relief of excess utility charges in accordance with the current adopted Council policy. All accounts were notified of the leaks and repairs were done within the time period requested.

FISCAL IMPACTS: \$18,088.13, breakdown is attached

RECOMMENDATION: Approve the recommendations of the Public Works Committee for relief from excess charges

COUNCIL ACTION:

Action Date:

UTILITY COMMITTEE MEETING

June 11, 2008

Members Present: CM Champeaux, CM Davenport Smith, CM Slawson
Utility Clerk Tami Pevey, & Public Works Director Connie Dunn

504 Lois Lane, Sultan

RE: Relief of turn off fee = \$50.00 - DENIED

Disputing turn off fee charged 2/27/08 - crew turned off water and water was reconnected when customer paid – no notes in the system to indicate payment arrangements other than prior dispute over excess garbage that was resolved in December 2007. Committee felt the timeframe between a garbage dispute and actual turn off were far enough apart to be two separate issues – water was turned off and crew time was expended.

2) 1000 Dyer Road, Sultan

RE: relief of extra garbage = \$9.26 - APPROVED

Crew noted in May 08 that three cans were picked up during the month. Customer pays for 1 can a month. Customer agrees she put out one extra and could list the dates as she keeps track on a calendar. Customer disputes one extra as she does not have it on her calendar; Questioned possible confusion with neighbor as her and her neighbor set cans close together. Committee felt customer conveyed to our office that she tracks her garbage use clearly and would know when she placed an extra can out.

3) 1013 Willow Drive

RE: requesting relief of turn off fee = \$50.00 - APPROVED

Disputing turn off fee charged 4/29/08 – crew turned off water and water was reconnected when customer paid. Customer claims miscommunication as customer phoned 4/14/08 to state on vacation for ten days and would make double payment when returned. Office staff took that to be 4/24/08 timeframe. Turn offs for non payment completed five days later. Customer has a history of payment arrangements followed up with smaller payments and committee felt customer was making an honest effort to get their account paid in full.

4) 920 Fir Avenue

RE: requesting relief of extra garbage = \$27.78 - APPROVED

Customer disputing February 07 charges for extra garbage claiming neighbors' garbage is right next to theirs. Customer pays base rate for two cans per month and was charged for three extra cans. Utility committee agreed with customer that there could be confusion between neighbors cans.

5) 31274 Rosewood Drive, Sultan

RE: requesting relief of late fees = \$5.00 - APPROVED

Customer claiming miscommunication with bank in getting payment sent. Late fee applied to March billing. Committee agreed to write off late fees.

6) 125 Foundry Drive, Sultan

RE: requesting relief of excess water due to leak = \$16,977.45 + \$1,018.64 tax = \$17,996.09

APPROVED FOR SEWER ONLY, NOT WATER AS TIME DELAY BEFORE ATTEMPTED TO LOCATE LEAK.

Customer questioned their water usage when they received their utility bill in May. My calculations show water usage started jumping with their February reading.

7) 604 Main Street, Sultan

RE: FYI - sewer charges on bill

Customer questioned sewer charges on bill claiming the car wash was never hooked up to sewer. Checked utility billing records as charges for sewer have been incurred since the car wash was built. Checked with the building department and they have no record to indicate sewer was ever hooked up or paid for. I am pending information from Public Works as they are going to perform a dye test to see if the water from the car wash goes into the sewer drain or the storm drain. Seeking committee recommendations to proceed in the event sewer charges are incorrect. – DYE TEST PERFORMED AND WAS CONFIRMED THAT SEWER IS CONNECTED TO THE BUSINESS – ISSUE RESOLVED WITH NO FURTHER ACTION NEEDED.