

SULTAN CITY COUNCIL

AGENDA ITEM COVER SHEET

DATE: July 24, 2008

ITEM #: Consent C 8

SUBJECT: Utility Relief/Adjustments

CONTACT PERSON: Laura Koenig, Clerk/Deputy Finance Director

SUMMARY:

The Council Sub-Committee met on July 17, 2008 to review six requests for relief from excess utility billing charges and adjustments to billed amounts. The recommendations are included on the attached report.

RECOMMENDEATION:

Approve the recommendations of the Council Sub-Committee on request for relief of utility excess charges and for adjustments to billed amounts.

Attachment: A. Sub-Committee report and recommendations

UTILITY COMMITTEE MEETING

July 17, 2008

**Members Present: CM Champeaux, CM Davenport-Smith, CM Ron Wiediger
CM Slawson, Utility Clerk Janice Leonardi & Public Works Director Connie Dun**

1) Romac Industries – Bob Gilmore

RE: Requesting relief of excess water charges due to leak = \$9,767.72 - DENIED
Customer previously submitted relief request to committee on June 11, 2008, requesting relief of excess water and sewer charges due to leak. Received relief for sewer charges only. Would like request reviewed, as he is seeking relief of the water charges as well. Committee reiterated that customer should have been more diligent in locating leak, water used could have gone to other utility customers.

2) Dan Veenhuizen

RE: Requesting relief of services billed for April/May and late fees = \$122.46 - DENIED

4/10/08 customer called, said he was moving out effective 4/15, noted on account. 5/15/08 customer called upset that he was being billed as he thought all services had been suspended. The City does not prorate the base amount, thus the customer owes for April usage. The charges for May in the amount of \$59.61 should be credited. Customer is responsible for late fees as April bill was not paid on time. As it is not the City's policy to prorate, Committee felt customer responsible for April usage bill and late fees, owner responsible for May bill.

3) Mary Carson-Ford

RE: Requesting relief of late fees = \$10.00 - WITHDRAWN

Customer states she did not receive April bill, therefore payment made late, in turn late fees applied to account. Customer does not have a history of paying late. However, statement was printed and mailed on 4/02/08. City is not responsible for her not receiving a statement.

4) Warren Beatty

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

Customer thought he had payment arrangement set up. His history shows that for the past several months he has consistently been making frequent small payments. His account is now current. Committee felt customer had shown honest effort to make frequent payments on account..

5) Matt Boyer

RE: Requesting relief of garbage charges = \$412.60 – APPROVED ADJUSTMENT

Customer has had garbage service rate of (2) cans per week for the past year and a half. He has been putting out (1) can per week consistently during this time as he understood he had one can per week garbage service. He just realized that he is being charged for two cans per week. Upon investigation, it was found that a service request was created on 10/16/06 to change garbage service to (1) can per week. During this time the City's utility billing system was going through a conversion, and this service request did not make it into the new system. Requested Committee approval on adjustment due to large dollar amount, Committee agreed the adjustment is warranted.

UTILITY COMMITTEE MEETING - Continued

6) Alfred & Beverly Holdt

*RE: Requesting relief of excess water charges & late fee = \$37.14 – APPROVED
ADJUSTMENT*

Customer questioning May statement, almost double their normal bill. Previous meter reading was incorrectly entered and excess charges occurred in the next billing cycle.

Committee agreed the adjustment is warranted.