

SULTAN CITY COUNCIL

AGENDA ITEM COVER SHEET

DATE: September 25 2008

ITEM #: Consent C 5

SUBJECT: Utility Relief/Adjustments

CONTACT PERSON: Laura Koenig, Clerk/Deputy Finance Director

SUMMARY:

The Council Sub-Committee met on September 11, 2008 to review four 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

September 11, 2008

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

- 1) Account # 6131
RE: Requesting relief of excess water charges due to leak = \$375.55 - APPROVED
Customer requesting relief of excess water charges due to water leak. Committee felt leak was located and repaired in a timely manner and thus relief should be granted.

- 2) Account # 6924
RE: Requesting relief of excess water and sewer charges due to leak = \$404.28 - APPROVED
Customer requesting relief of excess of water and sewer charges due to water leak. Committee felt leak was located and repaired in a timely manner, thus relief should be granted.

- 3) Account # 6520
RE: Requesting relief of turn off fee = \$50.00 - DENIED
Owner was not aware that tenants had moved out. Meter was turned off for non-payment, owner paid account in full, but would like to have the turn off fee credited back to his account. Committee felt that owner should have been aware that tenants had moved out due to the rent most likely not being paid and the rental house is only a few blocks from owner's house.

- 4) Account # 5491
RE: requesting relief of turn off fee = \$50.00 - APPROVED
Customer said he had called and spoke with front desk person to let them know he was working out of town and would be paying his account in full on the day he returned. Comment not saved in system, water was turned off, he would like turn off fee credited back to account. Committee felt customer most likely had called and set up payment plan. He has no history of ever paying late.