

SULTAN CITY COUNCIL

AGENDA ITEM COVER SHEET

ITEM #: Consent C 4
DATE: March 26, 2009
SUBJECT: Utility Relief/Adjustments

CONTACT PERSON: Laura Koenig, Clerk/Deputy Finance Director

SUMMARY:

The Council Sub-Committee met on March 12, 2009 to review 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

March 12, 2009

Members Present: CM Steve Slawson, CM Sarah Davenport-Smith,
CM Ron Wiediger, Laura Koenig – City Clerk/Deputy Finance Director

1) Acct. 6683 - 307 Main Street

RE: Requesting relief of excess water charges due to waterline problems = \$103.49

Owner's tenant had been having a problem with a water leak and a drain problem in December. The issue has been resolved and the repairs were done in a timely manner. Owner is seeking relief of excess water charges incurred.

APPROVED – Committee agreed owner repaired leak in a timely manner, relief is justified.

2) Acct. 5548 - 715 Main Street

RE: Requesting relief of excess water charges due to water leak = \$245.31

Customer was notified February 22, 2009 that she had a probable leak as her consumption had skyrocketed. Customer had leak repaired two days later and is seeking relief of excess water charges incurred.

APPROVED – Committee agreed owner repaired leak in a timely manner, relief is justified.

3) Acct. 5628 - 31424 Rosewood Dr.

RE: Requesting relief of excess water charges due to a broken pipe = \$87.08

Customer had pipe burst while out of town. It was repaired in a timely manner. Customer seeking relief of excess water charges incurred.

APPROVED – Committee agreed owner repaired leak in a timely manner, relief is justified.

4) Acct. 5773 - 211 6th Street

RE: Requesting relief of excess water charges due to water leak = \$532.57

Notified customer on 2/19/09 they had leak issue as consumption had skyrocketed. Leak was found and repaired within two days. Customer seeking relief of excess water charges incurred.

APPROVED – Committee agreed owner repaired leak in a timely manner, relief is justified.

5) Acct. 5941 - 30623 134th Street S.E.

RE: Requesting relief of excess water charges due to water leak = \$104.13

Customer had leak problem after Company checked his irrigation valves in October. He fixed the problem in December and is requesting relief of excess water charges incurred during the two month period.

APPROVED – Committee agreed owner repaired leak once he was aware of it, relief is justified.

6) Acct. 6017 - 32902 138th Street S.E.

RE: Requesting relief of disconnect fee due to hardship = \$100.00

Customer disconnected for non-payment (3 mos. behind). She is having financial difficulties. Customer has consistently been 3 months behind for almost two years. Customer does appear to have a great deal of responsibilities in her life at this time.

DENIED – Committee determined customer has history of being past due. Customer has at no time attempted to set up payment arrangements and didn't have an issue until disconnect fee was raised.

7) Acct. 6319 - 807 Elm Street

RE: Requesting relief of disconnect fee due to hardship = \$100.00

Customer disconnected for non-payment (2 mos. behind). Family is having financial difficulties. Customer has consistently been 2 months behind for two years.

DENIED – Committee determined customer has history of being past due. Customer did not attempt to set up payment arrangement and didn't have an issue until disconnect fee was raised.