

SULTAN CITY COUNCIL

AGENDA ITEM COVER SHEET

ITEM #: Consent C 5
DATE: May 28, 2009
SUBJECT: Utility Relief/Adjustments

CONTACT PERSON: Laura Koenig, Clerk/Deputy Finance Director

SUMMARY:

The Council Sub-Committee met on May 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.

RECOMMENDATION:

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

MAY 12, 2009 – 6:00 PM

MEMBERS PRESENT: CM STEVE SLAWSON, CM SARAH DAVENPORT-SMITH,
CM RON WIEDIGER, DEPUTY FINANCE DIRECTOR, LAURA KOENIG

1) Acct. 6319 - 807 Elm Street

RE: Requesting relief of disconnect fee = \$100.00

Customer had previously submitted request at March Committee meeting and was denied. She is appealing the Committee's decision and states the City of Sultan disconnect fee is too high. Customer also insists she had payment plan set up, but did not. Account notes verify this.

DENIED – Committee determined no payment plan had been set up and disconnect fees will no longer be considered by the Utility Committee as the Policy states only relief for a water leak will be considered.

2) Acct. 5816 - 207 Woodwind Place

RE: Requesting relief of disconnect fee = \$100.00

Customer states she called and arranged to make payment on Feb. 27th which was her pay day. Account notes show payment promise for Feb. 20th. Customer was turned off on Feb. 25th. She is requesting the disconnect fee be credited back to her account as she is positive she said the 27th, not the 20th.

DENIED – Committee determined account notes show Feb. 20th. Fee will not be waived and Utility Committee will no longer consider disconnect fee relief, only leak relief, per Utility Committee policies.

3) Acct. 5366 - 810 1st Street

RE: Requesting relief of excess water charges due to leak = \$3,126.98

Customer had serious leak, but didn't realize it because meters had not been read for four month period. Owner repaired once made aware. Customer is seeking relief of excess water charges incurred.

APPROVED – Committee agreed customer repaired leak in timely manner once notified.

4) Acct. 5103 - 616 Main Street

RE: Requesting relief of excess water charges due to broken pipe = \$843.48

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

APPROVED – Committee agreed customer repaired leak in timely manner once notified.

5) Acct. 5531 – 109 High Street

RE: Requesting relief of excess water charges due to broken pipe = \$384.82

Customer had leak back in June, 2008 which he repaired. Was going to fill out a Utility Committee form at that time, but didn't. He apparently didn't realize that he hadn't done it and is requesting relief of the excess water charges at this time.

APPROVED – Committee agreed that account history did provide evidence of previous leak, thus relief is justified.

6) Acct. 5606 - 1008 Dyer Road

RE: Requesting relief of excess water charges due to leak = \$422.22

Customer was notified 3/02/09 that he had an apparent leak as consumption was extremely high. He located and repaired the leak in a timely manner. Customer is requesting relief of excess water charges.

APPROVED – Committee agreed customer repaired leak in a timely manner once notified.

7) Acct. 5409 - 304 Bell Avenue

RE: Requesting relief of excess water charges due to a leaky line = \$62.25

Notified customer on 11/19/08 that consumption was unusually high and he may have a leak. Customer checked and found a leaking line. He repaired it and is requesting relief of excess water charges incurred.

APPROVED – Committee agreed that customer repaired leak as soon as he was able to locate it, thus relief is justified.

8) Acct. 5321 – 210 Date Avenue

RE: Requesting relief of excess water charges due to a leak = \$93.41

Customer had leak, found it, repaired it in timely manner. Requesting relief of excess water charges incurred.

APPROVED – Committee agreed customer found and repaired leak in a timely manner, thus relief is justified.