

## SULTAN CITY COUNCIL

### AGENDA ITEM COVER SHEET

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ITEM #: Consent C 3  
DATE: June 11, 2009  
SUBJECT: Utility Relief/Adjustments

CONTACT PERSON: Laura Koenig, Clerk/Deputy Finance Director

SUMMARY:

The Council Sub-Committee met on June 4, 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 for adjustments and credits to Utility accounts.

Attachment: A. Sub-Committee report and recommendations

**UTILITY COMMITTEE MEETING**  
**June 4, 2009 – 6:30 PM**

1) Acct. 6381 - 926 Bryant Rd.

**RE: Requesting relief of excess garbage charges = \$247.56**

Customer insist she changed her garbage service from (2) cans a week to (1) can a week sometime between November 2003 and April 2004. The City was using the File Pro Utility Software program at that time. We converted to Springbrook Software in 2006. Customer said she talked with staff in July of 2008 and that they were checking to see if the rate was transferred over to Springbrook incorrectly. There is no record of the customer calling. Aside from payment plans, there is no history of a garbage change request. The garbage book does verify that the customer puts out (1) can a week. Customer would like at least one year credit on the difference between (1) can and (2) can a week rate. The account has been credited for the difference in the rates from January to May of 2009.

**Denied** – Request is not timely and there is no written record that the City was contacted prior to January 2009.

2) Acct. 6891 - 212 Old Owen Rd.

**RE: Approval of credit amount for extra water charges and late fees = \$44,009.43**

The owner of the account has requested the City credit the account for the overcharge for water.

Payments have been made on a monthly basis for water/sewer/garbage/recycle and stormwater. The excess amount billed was for the water service. There were three options for distributing the credit presented to the Sub Committee:

1. Apply the credit to the entire account (water/sewer/garbage/recycle and stormwater) and do an interfund transaction to credit the water fund account for revenues received by the other funds. Based on the average billing, it would take 6 months to use the credit amount.  
The customer will receive a statement each month to monitor the balance.  
This is the easiest method for staff to implement and the shortest time period for management.
2. Apply the entire credit to water and bill the account for the other services. Based on the average billing, it would take 28 months to use the credit amount. This would require monthly monitoring by staff to insure the bill was correct.
3. Refund the \$44,009.43 from the Water Fund. This would affect operating fund cash flow.

**Recommendation:** Staff and the Sub Committee recommend using option 1 to correct the problem by the end of 2009.