

## SULTAN CITY COUNCIL

### AGENDA ITEM COVER SHEET

---

ITEM #: Consent C 13  
DATE: October 8, 2009  
SUBJECT: Utility Relief/Adjustments

CONTACT PERSON: Laura Koenig, Clerk/Deputy Finance Director

SUMMARY:

The Council Sub-Committee met on October 1, 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**  
**October 1, 2009 – 6:30 PM**  
**Members Present; CM Sarah Davenport-Smith,**  
**CM Bruce Champeaux and City Clerk Laura Koenig**

1) Acct. 5055 - 712 Main Street

**Re: Requesting relief of excess water charges due to leak = \$81.89**

Customer found leak where water line pressure reducer coupler located. She contacted plumber immediately and had broken part replaced. Customer is requesting relief of excess water charges incurred.

Approved: Committee agreed the Customer had repaired leak in a timely manner.

2) Acct. 5923 - 107 High Avenue

**Re: Requesting relief of excess water charges due to malfunctioning washer = \$171.27**

Notified customer on 8/31/09 of high water consumption. She'd had an issue with her washing machine not cycling properly. She didn't realize it would result in so much excess water used. Customer is requesting relief of the excess water charges incurred.

Approved: Committee agreed Customer resolved the issue as soon as she realized what was happening.

3) Acct. 6798 - 12933 Trout Farm Road

**Re: Requesting relief of excess water charges due to leak = \$253.07**

Customer discovered a burst pipe under house that had been leaking for several hours. He repaired the leak immediately. Customer is requesting relief of excess water charges incurred.

Approved: Committee agreed Customer repaired the leak in timely manner.

4) Acct. 6969 - 12918 302<sup>nd</sup> Drive

**Re: Requesting relief of excess water charges due to leak = \$67.47**

Customer found that he had a failed adapter on water line. He repaired it in a timely manner and is requesting relief of excess water charges incurred.

Approved: Committee agreed Customer found and repaired leak in timely manner.

5) Acct. 6762 - 111 Main Street

**Re: Utility Billing Adjustment to Account = \$70,229.43**

Damaged electronic meter was replaced by crew. Old meter removed in Springbrook, but remained active in Badger Meter System. Electronic system pulled huge read off old meter. Old meter has now been removed from Badger System and account is billing correctly. Would like Committee approval of adjustment as it is such a large dollar amount. Approved.