

SULTAN CITY COUNCIL

AGENDA ITEM COVER SHEET

ITEM #: Consent C 6

DATE: December 10, 2009

SUBJECT: Utility Relief/Adjustments

CONTACT PERSON: Laura Koenig, Clerk/Deputy Finance Director

SUMMARY:

The Council Sub-Committee met on November 23, 2009 to review requests for relief from excess utility billing charges and adjustments to billed amounts. The recommendations are included on the attached report.

RECOMMENDEDATION:

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

November 23, 2009

Members Present: CM Ron Wiediger, CM Steve Slawson
City Clerk/Finance Director, Laura Koenig

1) Account # 5635

1114 Dyer Rd., Sultan

RE: Requesting relief of excess water charges due to unknown = \$210.17

Customer was out of state from May to September, 2009. During the month of August a large amount of water was used. Customer thinks it may be a case of theft as there is no sign of a leak and consumption has been normal all other months. It was well known that they were not in town. Customer is requesting relief of excess charges.

Denied – Customer had previous UT Committee request approved in January 2007. Only one request allowed per five year period.

2) Account # 6674

725 W. Stevens, Sultan

RE: Requesting relief of excess water charges due to toilet leak = \$288.15

Requesting relief of excess sewer charges due to toilet leak = \$556.09

Customer was notified of high consumption September, 2009. They checked for source of problem and found that a toilet in one of the restrooms was leaking. They repaired it in a timely manner and would like relief for the excess water charges.

Approved – Utility Committee agreed that Customer found and repaired the leak in a timely manner.

3) Account # 6842

706 Alder Ave., Sultan

RE: Requesting relief of excess water charges due to leaky faucet = \$1,007.98

Elderly tenant was unaware that he had a leak in his kitchen hot water faucet. Very difficult to communicate with customer. VOA stepped in and talked with him about fixing it. However, the customer would not allow anyone to fix it. The shut off valve for the hot water in the kitchen has been turned off and remains off. Customer is using hot water in his bathroom. Consumption is now normal. Looking for relief of excess charges.

Denied – Utility Committee is unable to grant relief in a situation where the leak has not been repaired.

4) Account # 5658

1010 Dyer Rd., Sultan

RE: Requesting relief of excess water charges due to line break = \$1,618.62

Customer was notified September, 2009 that he had a leak going on. Turned out he had a line break. He thought he had it fixed but didn't, so he called in plumber to repair. Receipt attached. Customer is requesting relief of excess water charges incurred.

Approved/Partial – Utility Committee is granting 50% relief only (\$809.31) because Customer did not repair leak in a timely manner.

5) Account # 5876

314 Whispering Pine Pl., Sultan

Requesting relief of turn off fee = \$100.00

Customer disputing \$100.00 disconnect fee as he had a valid issue with the Post Office not delivering his mail. He spoke before City Council on 11/12/09 and was advised to take his request to Utility Committee.

Approved – Utility Committee agreed that Customer had valid reason for disputing turn off fee as he did not receive his bill or shut off notice. \$100.00 fee will be waived as well as late fees. This will not be considered a UT Committee Request. Will not go against Customer's five year request period.