

**SULTAN CITY COUNCIL**  
**AGENDA ITEM COVER SHEET**

---

ITEM #: Consent C 3

DATE: March 11, 2010

SUBJECT: Utility Relief/Adjustments

CONTACT PERSON: Laura J. Koenig, Clerk/Deputy Finance Director

**SUMMARY:**

The Council Sub-Committee met on February 25, 2010 to review request for relief from excess utility billing charges and adjustments to billed amounts in accordance with the current adopted Council policy. The recommendations are included on the attached report.

FISCAL IMPACTS: \$4,096.09

**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

February 25, 2010

6:30 PM – Council Chambers

Members Present: CM Kristina Blair, CM Jeffrey Beeler,  
CM Sarah Davenport-Smith, City Clerk/Deputy Finance Director Laura Koenig

1) Account # 6726

924 Stevens Avenue

**RE: Requesting relief of excess water/sewer charges due to 'unknown' =**  
**Water \$170.26 Sewer \$328.58**

Customer had large spike in water usage in September, 2009. Utility crew checked for leak, none was found. I informed customer that it would appear from our stand point that the water was used. Customer was extremely angry. He spoke with the Mayor and was directed to submit a Utility Committee relief request.

**APPROVED: After reviewing account information, Committee agreed that there was the possibility of the issue having been caused by faulty pipes/equipment which were replaced.**

2) Account # 5657

709 4<sup>th</sup> Street

**RE: Requesting relief from disconnect fee = \$100.00**

Customer had payment arrangement for January 4<sup>th</sup>, 2010 at 5:00 PM. Customer failed to make it to City Hall in time, came in just after 10:00 AM Wednesday morning. All turn off sheets are given to Utility Crew at 9:00 AM, this is our cut-off. Once the turn offs go out the door, the \$100.00 disconnect fee goes onto account and it is considered disconnected whether the crew has gotten to that particular home or not. Customer is struggling financially and is not typically on turn off list.

Does committee want to credit back his disconnect fee? Need to inform customer that there is a process leading up to turn offs which involves office staff time, crew time and postage. Therefore, the disconnect fee is justified whether the crew has gotten to his home or not.

**DENIED: Committee agreed that disconnect fees are not included in Utility Committee Policies and as a general rule are not subject to relief.**

3) Account # 6194

608 Walnut Street

**RE: Requesting relief of excess water charges due to running toilet = \$100.22**

Customer had high consumption September / October 2009, he checked for possible problems and found he had a toilet that was running. Customer repaired toilet in timely manner.

**APPROVED: Committee agreed customer had found and repaired leak in a timely manner.**

4) Account # 6707

307 Stevens Avenue

**RE: Requesting relief of excess water/sewer charges due to leak =**  
**Water \$1,242.30 Sewer \$2,254.73**

Called to notify customer of possible leak, customer already knew about it and had turned off their own water. They had an in-house maintenance person repair leak which was done in a timely manner.

**APPROVED: Committee agreed customer had found and repaired leak in a timely manner.**