

SULTAN CITY COUNCIL
AGENDA ITEM COVER SHEET

ITEM #: Consent C 3
DATE: September 9, 2010
SUBJECT: Utility Relief/Adjustments
CONTACT PERSON: Laura J. Koenig, Clerk/Deputy Finance Director

SUMMARY:

The Council Sub-Committee met on August 26th, 2010 to review requests 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: \$717.25

RECOMMENDATION:

Approve the recommendations of the Council Sub-Committee for adjustments and credits to Utility accounts.

Attachment: A. Sub-Committee report / recommendations.

UTILITY COMMITTEE MEETING
August 26, 2010
6:00 PM – Council Chambers

- 1) Account # 6753
700 Main Street

RE: Requesting relief of excess water charges due to leak = \$450.73

Realtor had water turned on to show house and did not realize there was a broken supply line to the toilet. Water was turned off. Customer was notified February 1, 2010. Owner of the property had line repaired May, 2010 and submitted relief request.

Approved – Committee agreed owner had found and repaired the leak in a timely manner once he was made aware of the situation.

- 2) Account # 5774
516 6th Street

RE: Requesting relief of excess water charges due to broken waterline = \$266.52

Customer noticed wet area on driveway first part of 2010 and originally didn't think too much about it, thought it was from rain. Weather got better and wet area did not go away. Her consumption was also gradually increasing each month. Upon investigation, she found a broken line between meter and house and had it repaired June, 2010.

Approved – Committee agreed customer found and repaired leak in timely manner once she realized there was an issue.

- 3) Account # 5941
30623 134th Street S.E.

RE: Requesting relief of excess water charges due to vandalism = \$750.02

*******NOTE - THIS IS SECOND REQUEST IN 5 YEAR PERIOD*******

Customer had leak at irrigation valve in fall of 2008. He repaired it and submitted a utility committee relief for request for \$104.13 which was approved and applied to his account in March, 2009. At the time of repair, customer turned irrigation valve off. The end of December, 2009, some kids messed with the irrigation valve and turned it on. When he realized what happened he turned it off and has since capped it off. A couple other neighbors in the area had vandalism issues also, one had their meter face smashed in. Customer is fully aware of the once every five year policy in regards to utility relief request. However, he would like the committee to consider giving him relief for some or all of the excess water charges due to the immense hardship on him.

Denied – Although the Committee understood the hardship these excess water charges resulted in, the Utility Committee Policies and Procedures clearly state that a property owner may only be granted utility relief once every five years. To deviate from these policies and procedures would constitute special treatment for one individual. For this reason request has been denied.