

SULTAN CITY COUNCIL
AGENDA ITEM COVER SHEET

ITEM #: Consent C 5
DATE: November 18, 2010
SUBJECT: Utility Relief/Adjustments
CONTACT PERSON: Janice Leonardi, Utility Clerk

SUMMARY:

The Council Sub-Committee met on October 28th, 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: \$4,195.27

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 - RECOMENDATIONS

October 28, 2010

6:00 PM – Council Chambers

Members Present: CM Jeffery Beeler, CM Sarah Davenport-Smith, CM Kristina Blair,
Janice Leonardi - Utility Clerk, Laura Koenig - Deputy Finance Director

1) Account # 5997 - 1116 E. Main Street

RE: Requesting relief of excess water charges due to broken water line = \$385.10

Requesting relief of excess sewer charges due to broken water line = \$385.10

Total \$770.20

Customer was notified that water was coming out of the building. Customer had the break repaired immediately. He was a little slow in getting UT form to us as he misplaced the first one.

APPROVED: Committee agreed that although there was a delay in getting UT form to City, the break was repaired same day as occurrence, thus relief is justified.

2) Account # 6766 - 522 W. Stevens Ave.

RE: Requesting relief of excess water charges due to broken water line = \$2,745.97

Customer was notified of high consumption and leak situation. After much searching, they were unable to locate where break was, so they capped off line and put new one in. The repairs were done in a timely manner and consumption is back to normal.

APPROVED: Committee agreed customer did what was necessary to avoid further water loss by putting in new line. Relief granted.

3) Account # 5144 - 100 Birch Ave.

RE: Requesting relief of excess water charges due to faucet left on = \$180.90

Customer purchased this home August 2, 2010 and water was turned on at that time. Customer noticed high consumption and looked for leak. A faucet was left partially on under the house which they were completely unaware of. As they are new owners, I am not using previous meter history for calculation.

APPROVED: Committee agreed to grant relief, but did request that in the future when there is a leak issue for a brand new owner with no usage history, that the utility department hold request until a meter read is available for comparison.

4) Account # 5397 - 407 Birch Ave.

RE: Requesting relief of excess water charges due to broken line = \$465.79

Customer was notified of exceptionally high consumption. They were able to find the break and repair it in a timely manner.

APPROVED: Committee agreed customer located and repaired leak in a timely manner.

5) Account # 5195 - 501 3rd Street

RE: Requesting relief of excess garbage charges due to service issue = \$64.82

Customer brought garbage issue to Utility Committee February of 2010. Her complaint was that she was charged for extra garbage during a time period in which she was out of town. The crew verified the extra garbage was indeed picked up as shown in the garbage book. As the City did not have specific policies and procedures in place for handling garbage relief request at that time, the customer was asked to bring the issue back to committee when a procedure was put in place as we have now.

APPROVED - PARTIAL: Committee agreed to split the difference and grant relief to the customer in the amount of \$32.41. The customer has repeatedly stated there was no garbage put out during time period in question. The garbage book records do not support this. However, as it is difficult to definitively say who the garbage belonged to, the Committee agreed to meet customer half way.