

TO: HONORABLE MAYOR AND CITY COUNCIL

FROM: Aaron S. Reeves, City Administrator

SUBJECT: Sewer Credit Policy Update

DATE: September 3, 2013

BACKGROUND

Attached is the City's Sewer Credit Policy. Item 6. has been added to address the issue of a single property requesting multiple credits. The intent of the Policy is to address one time instances that result in high sewer bills because of water line leaks, water heater leaks, etc. If a property continues to come back for multiple credits there is clearly a problem with the property's water lines that need to be fixed. The addition of 6. will take care of this issue. The Public Works Commission has discussed this change and recommends its approval.

STAFF RECOMMENDATION

Staff recommends approving the updated Policy on Granting a Credit on Water/Sewer Accounts as presented.

REQUESTED COUNCIL ACTION

I respectfully request a motion approving the updated Policy on Granting a Credit on Water/Sewer Accounts as presented.



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POLICY ON GRANTING A CREDIT ON WATER/SEWER ACCOUNTS

Purpose

This policy formally sets forth written guidelines under which the City will grant to water/sewer customers.

In General

The City has operated under a written policy in giving credit on the sewer charge to customers when the customer has reported an abnormality on their bill.

Therefore, if the customer reports to the City staff an abnormality appearing on their bill, staff will research the situation and utilize the following procedure.

Procedure

Consistent with this policy, the following procedure will be followed:

1. If the customer notices an abnormality that may affect their bill, i.e. a leak outside their house, the customer reports the problem to the Utility Clerk.
2. The Utility Clerk must assess and investigate the situation.
3. The Customer must pay for all of the water used. Credit will be given only on the sewer charge. The credit will be calculated by determining the average sewer charge for the previous year of the customers history. The customer will be billed for the average plus 10%. Any amount over \$150.00 requires City Council approval.
4. In order to receive a credit the customer must be paid up to date on their water/ sewer account.
5. There will be no credit given if the water enters the sewer system.
6. Only one credit for the previous billing cycle will be issued per property every 5 years.

Revised: September 3, 2013