

TO: MAYOR AND CITY COUNCIL
FROM: NEIL JENSEN, City Administrator
SUBJECT: Anderson Water Bill Request
MEETING DATE: May 18, 2021

BACKGROUND

Donna Anderson is requesting a refund in her water bill due to the flushing of the system on Colvill Street. Staff has flushed her house and the main to clean the system. This resulted in an increase in her normal water bill. Ms. Anderson is requesting a refund of \$42.91 from her bill.

Since this was a city-initiated cost, it seems prudent to refund this amount. The Public Works Commission has recommended the refund simply because of the rust issue present and the city trying to resolve the problem.

STAFF RECOMMENDATION

Please consider the refund for Ms. Anderson on her water bill in the amount of \$42.91.

REQUESTED COUNCIL ACTION

Please make a motion to refund or credit the amount of \$42.91 to Ms. Donna Anderson for her water bill on Colvill Street.

From: Donna Anderson <DonnaA@ganz.com>
Sent: Friday, April 9, 2021 1:03 PM
To: Neil Jensen <njensen@cannonfallsmn.gov>
Subject: Anderson Water Bill

Hi Neil,

Contacting you concerning my May water bill in the amount of \$136.98. My water bill has been \$94.07 but due to the flushing for the rusty water the amount has increased. Can you waive the difference of \$42.91?

I will make a payment of \$94.07 and wait to hear from you on the balance.

My account number is 0225-00.

I appreciate all the efforts from the City to correct this issue ☺

Thank you,
Donna Anderson