

TO: MAYOR AND CITY COUNCIL

FROM: ELLEN HARTMAN Utility Clerk

SUBJECT: Account 0478-00 Water Leak Credit

MEETING DATE: December 6, 2022

BACKGROUND

Echo Valley Properties own two multi-family homes, located at 801 Main St W and 115 8th Street S. The two homes shared one water meter until a second meter was installed on 11/10/22. A leak was discovered in the water line between the two homes. Public Works witnessed that the leaking water entered the ground and not the sewer system. Echo Valley Properties is requesting a sewer credit for water that did not enter the sewer system.

STAFF RECOMMENDATION

Staff recommends granting the credit because this incident is consistent with City policy. Please see attached policy and spreadsheet.

REQUESTED COUNCIL ACTION

Staff requests the City Council grant Echo Valley Properties account 0478-00 a sewer credit in the amount of \$1650.00



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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

0478-00 801 Main St W
Sewer

22-Sep	\$803.64	
22-Aug	\$781.92	
22-Jul	\$619.02	
22-Jun	\$553.86	\$7471.68/12 = \$622.64
22-May	\$597.30	
22-Apr	\$586.44	
22-Mar	\$608.16	\$622.64 average
22-Feb	\$619.02	<u>\$62.26</u>
22-Jan	\$727.62	\$684.90 plus 10%
21-Dec	\$575.58	
21-Nov	\$553.86	\$2,334.90 current sewer charge
22-Oct	\$445.26	<u>\$684.90</u> year average plus 10%
	<u>\$7,471.68</u>	<u>\$1,650.00</u> credit to be given