

TO: MAYOR AND CITY COUNCIL
FROM: Neil Jensen, City Administrator
SUBJECT: Victor Albrecht Water Leak

MEETING DATE: April 18, 2023

BACKGROUND

Victor Albrecht had a hose connected to his house and forgot to unhook it over the winter. When spring came and the hose thawed out it started to leak around the hose bib. This went on for a couple months before it was discovered. The picture attached shows the leak and the saturated area around the hose bib.

This was brought to the Public Works Commission because it would be a credit over \$150 and per policy it also would need to go City Council for approval.

Mr. Albrecht meets the criteria for a sewer credit and the leak was verified that it did not enter the sewer system.

The credit for the leak is \$638.18.

STAFF RECOMMENDATION

Please approve the sewer credit of \$638.18 to Mr. Victor Albrecht for the sewer portion of his water and sewer bill during the months of March and April.

REQUESTED COUNCIL ACTION

Please make a motion to approve the sewer credit of \$638.18 to Mr. Victor Albrecht for the sewer portion of his water and sewer bill during the months of March and April.

Victor Albrecht 1705-00

last two months - sewer

3/2/2023 \$340.07

4/6/2023 \$405.89

3/2/2023 \$340.07

-\$53.89

\$286.18

4/6/2023 \$405.89

-\$53.89

\$352.00

\$286.18

\$352.00

\$638.18 credit

One year of sewer

3/3/2022 \$97.74

4/1/2022 \$76.02

5/4/2022 \$54.30

6/2/2022 \$54.30

7/5/2022 \$31.11

8/2/2022 \$31.11

9/2/2022 \$31.11

10/4/2022 \$31.11

11/3/2022 \$31.11

12/1/2022 \$31.11

1/3/2023 \$31.11

2/2/2023 \$87.76

\$48.99 year average

\$48.99

\$4.90 plus 10%

\$53.89



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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

