

TO: Mayor and City Council  
FROM: David Chanski, City Administrator/Clerk  
RE: Unbilled Sewer Accounts  
DATE: June 3, 2024

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### **Background**

During an audit of the City's sewer accounts, four properties were found to be receiving sewer service but have not been billed for such service. Staff is not sure why these properties were not placed into the City's utility billing system, but new procedures have been put in place to ensure connections are not missed in the future.

The number of unbilled quarters and the total bill for each property is as below. As sewer rates have changed over the years, bills were calculated based on the rate for each individual billing period (e.g. \$70 per quarter for billing periods between 2016 and 2022, \$75 per quarter for billing periods after January 1, 2023, etc.). Listed bills are also based purely on the per quarter rate and do not include late fees or any other kind of charge.

- Property 1: 6 unbilled quarters with a total bill of \$451.85.
- Property 2: 1.5 unbilled quarters with a total bill of \$111.68.
- Property 3: 14.5 unbilled quarters with a total bill of \$1,041.52.
- Property 4: 43.17 unbilled quarters with a total bill of \$3,024.92.

### **Council Direction**

While each of these properties will be billed for sewer beginning with the Q2 billing cycle, which will be conducted in July, staff is looking for direction from the City Council as how to remedy these unbilled amounts. Options include:

1. Bill the properties in full for all unpaid sewer amounts as listed.
2. Bill the properties for only a partial amount of the unbilled sewer.
3. Waive all unpaid sewer amounts.

Staff is more than willing to work with property owners to setup payment plans for unpaid sewer.