Agenda Memo

Crest Hill, IL

Meeting Date:	November 9, 2026
Submitter:	Ronald J Wiedeman
Department:	Engineering
Agenda Item:	1913 Oakland-Resident Issue.

Summary: Staff has been contacted by a resident along Oakland Avenue whose property is located within the limits of our main water replacement project between Pasadena and Ludwig. He is looking for relief to his water and sewer bill.

The resident said he never waters his lawn but because of a letter received during construction he felt that it instructed him to water the parkway area.

He told us that he went out and purchased sprinklers and timers to water the parkway area for two hours in the morning and 2 hours at night.

This watering was done during a time when the weather was hot and the sod due to neglect by the Contractor was brown and dying. He stated that he was able to bring the sod back to life, but this area was already targeted for complete replacement by the City since the contract requirements were not adhered to and that the sod has settled creating a drop-off adjacent to the sidewalk and back of curb.

Out of the 48 total residents within the project limits where sod was placed, this resident along with 12 other parkway locations were deemed by the City to not be in compliance and directed the Contractor to replace the entire area with new sod.

Currently the sod at these 13 locations has not been replaced due to hot weather experienced from July through September. We are working with the contractor to have the work completed this fall or early in the spring of 2027.

Staff reviewed both the procedure and letters sent to residents regarding the maintenance transfer of areas that have been sodded and agree that the letter was not clear and that the procedure needed to be revised.

A new procedure has now been put in place that will provide more detailed information on the responsibility of the contractor and the resident during construction as it pertains to areas that have been sodded. I have attached a copy of the initial letter that will be used moving forward.

Also, as a part of this resident's complaint we have reviewed the water bills for 2024 and 2025 during the same period to see if this residents along with the other 12 residents had increased water usage during this same period in 2026. The analysis shows that only this resident out of the total of 13 had increased usage during this period.

This analysis shows increased usage but does not provide enough detail on what the water was used on, but does seem to support his claim he might have watered the parkway.

The total increased amount of water and sewer that was charged to this resident during the billing analyses is $596.59. This breaks down to water charge of $322.92 and sewer charge of $273.67.

Staff at a minimum recommend to Council that the sewer charge of $273.67 be credited back to the resident on his next water bill. Since he is claiming he provided additional watering a portion of the sewer charge could be credited back to him because the water used went directly into the ground and did not require treatment by the City's Wastewater Treatment Plants.

For the additional water charge based on the residents' statements and the analysis there is additional water usage based on the same time frame as compared to the last two years, but it does not provide enough detail on what the water was spent on. Therefore, staff recommends a portion of the additional water charge be credited back to the resident on the next water bill. Staff is suggesting a 50% credited. Which equals $161.46.

The total credit would be $435.13.

Recommended Council Action: Provide direction to staff on if a credit should be offered and what the amount should be.

Financial Impact:

Funding Source: n/a

Budgeted Amount: n/s

Cost: n/a

Attachments:

Sod Notice-July 2026

Resident Letter-Sod (New)

Copy of Sod Credit Analysis