



CITY OF HENDERSONVILLE AGENDA ITEM SUMMARY

SUBMITTER: Jennifer Musselwhite **MEETING DATE:** 2/4/2021
AGENDA SECTION: Council Action **DEPARTMENT:** Finance
TITLE OF ITEM, Presenter Name, Title: Billing Policy Update -Leak Adjustments-*Jennifer Musselwhite, Revenue Supervisor*

SUGGESTED MOTION(S): I move Council approve the Leak Adjustments policy changes as presented [or as amended].

SUMMARY:

Submit for your approval a billing policy change for utility customers that apply for a leak adjustment. The change will approve the adjustment process for leak request that are submitted to the Finance Department. In the revision, we have eliminated the proof of repair documents which are receipts or itemized plumbers' invoices. Residential customers will have a flat amount adjustment based on the meter size of the customer account. We have updated policy definitions and these changes are to simplify customer requirements and streamline the leak adjustment policy.

BUDGET IMPACT: \$ 0.00

Is this expenditure approved in the current fiscal year budget? YES / NO

If no, describe how it will be funded.

PROJECT NUMBER: N/A

PETITION NUMBER: N/A

ADDITIONAL PETITION NUMBER: N/A

PETITIONER NAME: N/A

ATTACHMENTS:

Leak Policy