



## Finance Department AGENDA ITEM REPORT

**TO:** Mayor and City Council  
**FROM:** Heather Lee, Utility Clerk  
**DATE:** November 13, 2025  
**SUBJECT:** Request to add Sub-section (8) to Title 18, Chapter 1, Section 18-128

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### BACKGROUND:

- Recently someone requested an adjustment for billing date August 26, 2025. Upon review of the ordinance, it was noted that there is no specified time limit for when adjustments may be requested.
- There is no sub-section in Title 18, Chapter 1, Section 18-128 **"Adjustments outlined"** outlining a time limit for water adjustments.
- Adjustments made after sixty (60) days from the billing date result in a negative consumption and cause the data for city financial reporting to be incorrect.

### FISCAL IMPACT:

None. Prescriptive change only

### REQUEST/RECOMMENDATION:

- I am requesting City Council to consider add sub-section (8) to Title 18, Chapter 1, Section 18-128 stating: "the UTILITY shall not be obligated to make adjustments of any bills not contested within sixty (60) days from the billing date."

### ATTACHMENTS:

- Ordinance 2025-07
- Policies from other entities