



COUNCIL ACTION SUMMARY SHEET

MEETING DATE: July 22, 2024

TOPIC Request for Reduction in Water/Sewer Bill - Chayka-Crawford

BACKGROUND BRIEF: The Village has received a customer request in regard to the April-June 2024 Water and Sewer bill from Mary Chayka-Crawford at 434 Newton Court, Lake Orion; Account #062-4340 on July 16, 2024. She has emailed a letter of request and also attachments. There has not been a reduction in any bills on the account by administration. Upon investigation by the Public Works Department, it was determined that Ms. Chayka-Crawford had work done to her sump pump and controls and that the plumber incorrectly installed and set the controls for the sump pump, causing potable water from the home to continuously flow into the sump drain. This problem was not caused by any defect in the Village's water system or metering.

Chayka-Crawford is requesting consideration for a reduction in water and sewer bill. Administration recommends that the Village charge the full amount for the metered water since the water did enter the home. However, since the water was not discharged to the Village's sanitary sewer system, it would be appropriate for the Village Council to consider a reduction in the sewer bill based on averaging the billings of the customer for the same periods for the previous several years.

FINANCIAL IMPACT: The past two years 434 Newton Court has averaged 200 units for sewer usage for the time frame of 4/1-6/30. The current cost for sewer usage is \$7.17 per 100 cu ft (\$.0717 multiplied by usage) which would be a total of \$14.34 as an average bill for that time frame.

RECOMMENDED MOTION: To authorize Village administration to average the sewer usage based on previous years' billings for the same period to determine the appropriate reduction in sewer charges only for the April-June 2024 billing period, with the Village Manager to give prior approval to any sewer billing reduction.