

Sarah Osborn

From: Leah Juarez
Sent: Thursday, February 22, 2024 5:31 PM
To: Robin Torres; Alyssa Hartmann; Sarah Osborn
Subject: Re: Refund for failed meter

Good evening,

Our public works supervisor has indicated he feels as though you are due a refund.

Because of the nature of city government operations the council must authorize the refund or credit.

Our next meeting is this coming Tuesday evening. We will address it and hopefully the next business day we can apply the credit or issue a check. Whichever you prefer.

Thank you for your patience with this process and I appreciate you reaching out to me.

Mayor Juarez

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From: Robin Torres <robinochoaa@gmail.com>

Sent: Saturday, February 17, 2024 10:33 AM

To: Mayor <mayor@millswy.gov>

Subject: Refund for failed meter

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Hi, I have been trying to get refunded for the failed meter we had. We were paying \$250 a month for water and we knew that was way too much and something was off. We finally got it figured out they replaced the meter and now our water is no more than \$85 dollars. They gave us a discount on one of the bills but that was not enough. When our bill is only \$70-\$85 we were still over paying for months and we would like a refund for the failed months that we paid \$250 for 2-3 months. The bill is under my name Robin Torres if you can take a look and see what we can do about getting our money back we would appreciate it. We did attend town council but did not get to speak so we just don't know what else to do but we could really use that money that we shouldn't have been paying in the first place. You can give me a call if need at 307-258-5099. Thank you!

Sent from my iPhone

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