

CITY OF MINNETRISTA



CITY COUNCIL AGENDA ITEM

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**Subject:** Water Bill Adjustment Request and Policy

**Prepared By:** Jasper Kruggel, City Administrator

**Meeting Date:** February 18, 2025

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**Issue:** At the February 2<sup>nd</sup> City Council meeting, direction was provided for staff to bring and item back on February 18<sup>th</sup> related to a water bill adjustment request. If adjustments to utility bills are something City Council would like an option for, an example policy from another community is provided.

**Overview:** A resident that lives at 6440 Cedar Court in Minnetrista has requested a water bill adjustment related to a malfunction interior water component of their softening system. A plumber the resident hired stated that a piece of plastic caused a gasket to fail, and after staff investigation of the incident, it was determined this would be very unlikely. A licensed plumber on staff will be present at the meeting to answer any questions.

City Council directed staff to provide an example policy related to utility bill adjustments. Attached you will find such a policy from the City of Le Sueur. Staff is looking for direction on two items:

1. Direction on how to proceed with the water bill adjustment from the resident at 6440 Cedar Court.
2. Direction on how to proceed with a water bill adjustment policy.

**Recommended City Council Action:** Staff requests for direction from City Council on the two policy items.

**Mission Statement:**

The City of Minnetrista will deliver quality services in a cost effective and innovative manner and provide opportunities for a high quality of life while protecting natural resources and maintaining a rural character.



**City of Le Sueur, MN**  
**2026 Water/Sewer Adjustment Request Form**

APPLICANT/PROPERTY INFORMATION	
Name on Account:	Account Number:
Property Address:	City/State/Zip:
Phone:	Email:
Type of Leak: Underground   Irrigation   Toilet   Softener   Other	Other Description:
Describe the actions that were taken to complete the repairs:	
Date Leak Occurred:	Date Leak Repaired:

NOTES TO APPLICANT
<p>By signing, I verify that necessary repairs have been made prior to submitting this form. I understand that adjustments to the water or sewer portion of my bill cannot be made until repairs have been completed.</p> <p>I authorize the City of Le Sueur to process an adjustment on the water and/or sewer portion of my bill.</p> <p>I hereby certify that I have read and examined this application and all statements are true and correct.</p> <p>_____</p> <p><b>Signature of Applicant</b> <span style="float: right;">_____</span>  <span style="float: right;"><b>Date</b></span></p>

OFFICE USE ONLY		
Received By:	Date Received:	Notes:
City Official Reviewing:	Date Reviewed:	Approved or Denied: Reason:
Customer Notified:		Date of Notification:

# Water/Sewer Bill Adjustment Policy

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Adopted 4/27/20

A property owner may request for the City of Le Sueur to review a billing account to determine if the account is eligible for an adjustment.

## Adjustment Request Requirements

Only the legal property owner or an authorized person designated by the property owner may request an adjustment. Adjustment requests must be submitted within sixty (60) days of the bill being issued. No more than two (2) consecutive bills are eligible for an adjustment for interior/situational usage or an underground leak. No leak adjustments will be granted if the property has an active leak or the known leak has not been repaired.

## Adjustment Request Types Considered

- **Interior/Situational Usage Adjustment:** This is for water loss typically associated with interior plumbing (e.g., appliances, interior fixtures, etc.) water loss in which the water loss returns to the sanitary sewer system. Property owners may only be granted an interior/situational usage adjustment at a property once every three (3) years.
- **Underground Leak Adjustment:** This is for water loss typically associated with underground pipe ruptures in which the water loss does NOT return into the sanitary sewer system. A receipt from a certified plumber is required to be submitted. The receipt must contain the date of the repair, type of repair, and indicate repair was completed. If water consumption data is available, data must support repair receipts. Property owners may only be granted an underground leak adjustment at a property once every two (2) years.

## Adjustment Types Not Considered

Theft or Vandalism: Water loss due to theft or vandalism will not be considered for adjustment and is the property owner's responsibility.

## Adjustment Request Submission

Adjustment requests must be submitted using the "Water and Sewer Adjustment Request" form and returned to the Le Sueur City Hall or the email below.

Email: [utilities@cityoflesueur.com](mailto:utilities@cityoflesueur.com)

Mail or In Person: City of Le Sueur  
Water and Sewer Adjustment Request  
203 South 2<sup>nd</sup> Street  
Le Sueur, MN 56058