

From: clindholm@comvtx.com <clindholm@comvtx.com>

Sent: Thursday, February 9, 2023 8:53 AM

To: Mercy Rushing <mrushing@mineola.com>

Subject: Water Leak Policy

Good morning, Mercy!

Quick question – what is the city’s policy on forgiving charges for water leaks? Winnsboro had a onetime bill forgiveness per customer – you paid your average bill but anything above that was forgiven. When you get a chance please let me know. Thanks!

Craig Lindholm
City Administrator
EDC Director
Mt. Vernon, Texas

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This email was Anti Virus checked by Astaro Security Gateway. <http://www.sophos.com>

Kathy Lovier

From: clindholm@comvtx.com
Sent: Thursday, February 09, 2023 9:02 AM
To: Kathy Lovier
Subject: FW: Water Leak Policy

FYI

Craig Lindholm
City Administrator
EDC Director
Mt. Vernon, Texas

From: Mercy Rushing <mrushing@mineola.com>
Sent: Thursday, February 09, 2023 8:59 AM
To: clindholm@comvtx.com
Subject: RE: Water Leak Policy

None, we will let them pay it out up to 6 months added to their bill monthly to spread it out. We have a lot of water/sewer bonds that we are paying off so really we are not suppose to give away or forgive any water overage unless it was because the city's fault or if it is a 501C-3 organization non-profit then we may waive it off one time only but not for any other reasons. The water/sewer funds is to be ran like a business and needs to make money to continue to operate as we see it.

Sincerely,
Mercy L. Rushing, PCED, CTE
City Manager, City of Mineola
Executive Director/CEO-Mineola Economic Dev. Corp.
mrushing@mineola.com
903-569-6183
www.mineola.com



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Kathy Lovier

From: clindholm@comvtx.com
Sent: Thursday, February 09, 2023 9:22 AM
To: Kathy Lovier
Subject: FW: Water Leak Policy

FYI
Craig Lindholm
City Administrator
EDC Director
Mt. Vernon, Texas

From: Rodney Kieke <rkieke@quitmantx.org>
Sent: Thursday, February 09, 2023 9:20 AM
To: clindholm@comvtx.com
Subject: Re: Water Leak Policy

Quitman will forgive a portion of water and sewer bill one time per year. The formula is the highest monthly amount (if the leak is undetected for a while) minus the average normal amount divided by 2. So half the difference of the leak amount against average. We only make the adjustment when receipts are produced for the repair. Sometimes it is just a receipt for parts like for a toilet or something.

On Feb 9, 2023, at 8:55 AM, clindholm@comvtx.com wrote:

Good morning, Rodney!

Quick question – what is the city’s policy on forgiving charges for water leaks? Winnsboro had a onetime bill forgiveness per customer – you paid your average bill but anything above that was forgiven. When you get a chance please let me know. Thanks!

Craig

Craig Lindholm
City Administrator
EDC Director
Mt. Vernon, Texas

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