

Ernie Robinson Request
Water Bill Relief due to large Leak
May 4, 2021

Ernie Robinson visited City Hall on May 4th with his leak letter, which gave an estimate of his upcoming water bill. He asked if he might be issued some relief for the large amount, as no one was home when the leak occurred. He stated that he felt that if \$250 could be removed from his bill, he would be able to pay the remaining amount.

It seems from the water usage that the leak started in March. The higher usage was noted by city staff, but after reviewing the Neptune website for critical leaks and also the leak report from March, no leak was shown.

After reading meters for April on 4/21, 47,683 more gallons had been used. His property again did not show up on the leak report or as "critical" on the Neptune website. Staff chose to send a leak letter regardless of the report.

Staff is working with Neptune regarding this issue of major leaks not appearing on the leak report but have not come to a conclusion as of yet.

Attached are records of Ernie's normal usage. His bill averages between \$85 and \$120 per month.

Customer Name: ROBINSON, ERNIE
Account: 196-00
Route - Meter: 01-1570 **From 1-2020 to 5-2021**
Service Address: 409 SOUTH HEIGHO AVENUE
Mtr Id - Type - Size: 1820903973 Z **5/8 X 3/4**

Meter Serial #: 86404796
(Readings in Actual Units)

AP-Year	Reading	Reading Date	Monthly Usage	YTD Usage	Reading Type
04-2021	993109	04/21/2021	47683	98725	HANDHELD
03-2021	945426	03/19/2021	18732	51042	HANDHELD
02-2021	926694	02/24/2021	1147	32310	HANDHELD
01-2021	925547	01/20/2021	862	31163	HANDHELD
12-2020	924685	12/21/2020	1108	30301	HANDHELD
11-2020	923577	11/19/2020	313	29193	HANDHELD
10-2020	923264	10/21/2020	4375	28880	HANDHELD
09-2020	918889	09/17/2020	7602	24505	HANDHELD
08-2020	911287	08/18/2020	5460	16903	HANDHELD
07-2020	905827	07/20/2020	3626	11443	HANDHELD
06-2020	902201	06/19/2020	2775	7817	HANDHELD
05-2020	899426	05/20/2020	2745	5042	HANDHELD
04-2020	896681	04/22/2020	300	2297	HANDHELD
03-2020	896381	03/18/2020	879	1997	HANDHELD
02-2020	895502	02/18/2020	863	1118	HANDHELD
01-2020	894639	01/24/2020	255	255	HANDHELD