

UTILITY BILLING CORRECTION APPROVAL

It was brought to the city's attention by a customer, acct 368-00, that her bill was outrageously high. She has protested her bill and has asked that the readings / meter be investigated. She has since moved out, but has not paid her bill, as it is being reviewed. She lived at the residence from September to November of 2020. Due to the snow, it was not possible to dig up the meters to verify.

The residence sat empty from November 8 to December, and the landlord confirmed that the home was vacant, and no water should have been used during this period. Therefore, it was assumed the tenant was responsible for the usage through November 8.

The current resident ran several tests to help come to the conclusion that the amount of water she was being charged for, was not what she was using. She stated that she used only bottled water, and did her laundry at a neighboring home. This did not cause her bill to decrease – it actually increased. She came in several times and explained how she conserved water during the past months. She then reported that she had let her water run all day and washed clothes, and would assume her bill would increase tremendously, but it did not.

This spring, Jessie was able to dig out the meter in front of her house and hand-read the meter. The number on the meter did not match the number in the billing system. Jessie turned off the water at the meter, which caused the home to have no water. This verified that this meter was connected to her home. We have since changed our meter numbers in the billing system, and have a correct reading for the month of April for the home.

Kyla and I have used the readings that were taken this spring, as well as past history to come up with a fair and accurate adjustment for these accounts. Before applying the adjustments, we would like the Council and Mayor to be aware of the issue, and review and approve or adjust these changes.

Thank you,

Angie

CUSTOMER 1: Mid-September 2020-November 8, 2020

Month:	<u>Amount Billed:</u>	<u>Amount Paid:</u>	<u>Adjusted Bill:</u>	<u>Usage:</u>
September	\$88.38	\$88.39	\$88.39	10,368 (2553)
October	\$202.45		\$100.08	12,936 (2553)
November	<u>\$225.94</u>	<u>\$150.00</u>	<u>\$25.02*</u>	14,485 (2553)
	\$516.77	\$238.39	\$213.49	

*November's bill was pro-rated for 1 week.

* After reviewing customer's usage from a previous account, we took a 6-month average, which equals 2553 gallons per month. $\$74.55 + 25.53 = \100.08 .

Therefore, we conclude that for the months of September, October and one week in November, her balance should be \$213.49. She has paid \$238.39, so we would like to refund her \$24.90.

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CUSTOMER 2: December 2021 to present

<u>Month:</u>	<u>Amount Billed:</u>	<u>Amount Paid:</u>	<u>Adjusted Bill:</u>	<u>Usage:</u>
December	\$229.33		\$82.00	14679 (745)
January	\$211.10		\$82.00	12856 (745)
February	\$301.92	\$300.00	\$82.00	21938 (745)
March	\$180.81	<u>\$300.00</u>	\$79.97	10227 (542)
April	<u>\$84.04</u>		<u>\$84.04</u>	949
	\$1007.20	\$600.00	\$410.01	

Customer's readings for March (542) and April (949) reflect the actual usage on the correct meter. The usage of 745 is an average of March and April. Therefore, a credit of \$189.99 could be applied to the account. Also, please consider that \$28 in late charges have been applied and may be removed with permission as well, as we were reviewing the account.

Daniel and Jessie are still searching for the actual meter that is producing these high readings. It does not seem to be connected to any of the homes in the area.