



**TOWN OF PALMER LAKE  
BOARD OF TRUSTEES - AGENDA MEMO**

<b>DATE:</b> February 27, 2025	<b>ITEM NO.</b>	<b>SUBJECT:</b> Resolution to Amend Excessive Water Leak Policy
<b>Presented by:</b> Deputy Town Clerk		

**Background**

Staff suggested and Board members supported an excessive water leak policy in 2024 to authorize financial relief. The initial policy was drafted to provide relief to residents only (note redline copy).

However, it became evident that any water account holder can encounter a loss that creates a financial hardship. Thus, staff revisited the policy and proposes the enclosed policy for any water account holder.

With the amended language, the determined portion of relief is also recommended to be modified to that which is greater of either the portion over the average use of the prior 12 months, or the prior year's month of the highest bill. This data will be provided by Amcobi, and the portion over the greater of the two will be waived, upon confirmation of the repair causing the loss.

Admin and water personnel have reviewed and contributed to this amended version of the policy. Staff is hopeful it will be helpful for those experiencing a hardship with an excessive water leak/loss.

**Recommended Action**

Approve Resolution 21 to approve the modified excessive water leak policy.