

AGENDA ITEM SUMMARY SHEET

City of Rollingwood

Meeting Date: November 19, 2025

Submitted By:

Staff

Agenda Item:

Discussion and possible action on a recommendation from the Utility Commission to credit the utility bill appeal for 104 Kristi Drive in the amount of \$4,786.86

Description:

The City has received and has been working on a request for water bill adjustments at 104 Kristi Drive. To date, a total of \$12,972.49 of credit has been applied to the account, per direction from Mayor Massingill.

The residents believe that additional relief in the amount of in the amount of \$4,786.86 should be provided, and they presented their case to the Utility Commission on October 7, 2025, and again on November 4, 2025. During the November meeting, and after fully considering the facts of the case, the Commission unanimously voted to recommend to Council that it apply the requested \$4,786.86 credit to the applicants' utility bill.

Action Requested:

To consider the Utility Commission's recommendation to credit the water account at 104 Kristi Drive in the amount of \$4,786.86, and to direct staff on what action, if any, should be taken.

Fiscal Impacts:

The fiscal impact depends upon the amount of credit, if any, that Council wishes to add to the utility bill for 104 Kristi Drive.

Attachments:

1. Timeline of events (*prepared by staff to facilitate understanding of the process to date*)
2. Vankwinkle Appeal Documents (Redacted) (*initial request from Mr. Van Winkle, and records related to credits already applied by the City*)
3. Documents from Andrew Van Winkle (*provided by Mr. Van Winkle to the Utility Commission to explain his request for additional credit*)
4. Johnny Coronado Email - 104 Kristy Drive (*observations from the City employee who investigated the water leak*)
5. AO Services' Work Schedule (*information from the City's contractor, showing that it did not have staff or contractors on site on the day that the leak began*)
6. Vankwinkle Credits (Redacted) (*\$1,084.87 for June/July 2024; \$11,887.62 for December/January 2024/2025*)
7. Vankwinkle Consumption Data (*detailed water usage information for the account*)