



City of Stevenson

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To: City Council

From: Wesley Wootten, City Administrator

Date: October 16, 2025

Subject: 2025 Utility Billing Audit – Findings and Request for Waiver of Overbilling

Executive Summary

Following the discovery of several billing irregularities in prior years, the City conducted a comprehensive audit of all active and recently established utility accounts. The purpose of this audit was to identify and correct discrepancies resulting from inconsistent internal practices, staff turnover, and policy gaps related to the timing of sewer and water service billing.

The audit identified a small number of accounts that had been billed incorrectly—specifically, accounts where sewer service charges began at the time of installation rather than at the time of occupancy. This inconsistency led to overbilling in some cases. The total identified overbilling amount is **\$8,550.27**. All relevant policies have since been reviewed and clarified to prevent future recurrence. Billing now begins at the time of inspection/occupancy in accordance with Council direction.

Audit Findings

The following accounts were determined to have been overbilled for sewer or water service due to the policy inconsistency described above:

Account	Date Identified	Customer Name	Reason for Adjustment	Amount
22790	5/27/2025	Bain, Robert	Sewer back billing	\$1,294.25
22230	5/27/2025	Jones, Christopher & Mindy	Sewer back billing	\$1,294.25
25705	5/27/2025	Kadrmass, Lisa	Sewer back billing	\$538.06
25827	5/27/2025	Johnson, Brett	Sewer and water back billing	\$1,651.85
25828	5/27/2025	Johnson, Brett	Sewer and water back billing	\$1,651.85
25736	5/27/2025	May, Rick	Sewer back billing	\$413.67
25829	6/4/2025	Fersch, Rubert	Sewer back billing	\$1,706.34
Total				\$8,550.27

Action Requested

City Council is asked to **waive the overbilled amounts totaling \$8,550.27** for the accounts listed above. This action would formalize the City's acknowledgment of the billing error and ensure affected customers are made whole. The administrative corrections have already been completed within the utility billing system, pending Council authorization for the waiver.

Recommendation

Staff recommends that the City Council approve the waiver of overbilled utility charges identified in the audit and affirm the corrected billing policy for future consistency.