

RESOLUTION NO. 9-2017

A RESOLUTION ESTABLISHING A POLICY TO RESOLVE
UTILITY BILLING DISPUTES UPON RECEIPT OF A
REQUEST TO DO SO FROM A CITY UTILITY CUSTOMER.

WHEREAS, the City of Griswold is faced with requests for utility billing adjustments from customers who use the services.

WHEREAS, if the City of Griswold is going to implement a policy for utility billing adjustments, then it desires to set forth terms of eligibility and the amounts of adjustment.

NOW, THEREFORE, BE IT RESOLVED, The City Manager, or his/her designee, is empowered to resolve utility billing disputes upon receipt of a request to do so from a city utility customer. In the case of a leak in the water service pipe, the owner may be entitled to an adjustment of only their current utility bill provided each of the following conditions is met:

1. Within seven days of the leak discovery by the owner or within seven days of the city notifying the owner of a probable leak, whichever occurs sooner, the owner shall have completed the repair of said leak. The owner shall submit to the city an invoice or other evidence to show that the leak was repaired within the aforementioned time frame. An adjustment in the utility billing shall not be permitted if such excess water consumption is due to a customer's neglect or failure to timely repair the leak.
2. Said leak in the water service pipe was not caused by and/or the fault of the owner.
3. An adjustment for a water service leak shall only be allowed for the buried water service pipe from the water service setter to the premises. No adjustment shall be made for leaks or breaks associated with an irrigation system or any other typically visible leaks.
4. Said property has not had a previous utility bill adjustment due to a water service leak in the previous five years.
5. Customer's utility account is current with no past due amounts owed to the city.
6. Utility service to property is classified as a single-family residence. Commercial, multifamily, and industrial classified utility service customers are not eligible for a water service leak adjustment to their utility bill.
7. Single-family residential customers will be eligible for a water service leak adjustment if the total dollar amount of the adjustment is greater than \$25.00, but shall not exceed \$250.00. Adjustments below \$25.00 will not be processed by the city. Adjustments for water service leaks are limited to no more than \$250.00.

CALCULATION OF ADJUSTMENT. The sewer consumption portion of the utility bill in the month the leak is detected shall be adjusted to an amount that is one-half of the previous three-month average. For customers who have been owners for less than three months, the adjustment will be by the following method:

1. The sewer consumption portion of the utility bill in the month the leak is detected shall be adjusted to an amount that is one-half of the difference of the previous month consumption immediately preceding the disputed bill and the existing disputed bill's consumption.

BE IT FURTHER RESOLVED that the effective date of this Resolution shall be upon the signing of the same by the Mayor.

PASSED and APPROVED this 12th day of December, 2016.

Moore: Aye
Askeland: Aye
Cook: Aye
Wyman: Aye
Sorensen: Aye



Mayor

Attest:


City Clerk