

CITY COUNCIL AGENDA REQUEST FORM

RECEIVED
OCT 24 2016
CLERK'S OFFICE
CITY OF SANDPOINT

Today's date: 10/25/16

Date of meeting 10/26/16

(City Council meetings are held the 1st and 3rd Wednesday of each month.)

Name of Citizen, Organization, Elected Official, or Department Head making request:

Steve Tillberg

Address: 405 Schweitzer Cutoff Rd, Sdpt, ID 83864

Phone number and email address: 208

Authorized by:

Ryan Lutzmann
name of City official

[Signature]
City official's signature

(Department Heads, City Council members, and the Mayor are City officials.)

Subject: Adjustment of Water Bill

Summary of what is being requested: An adjustment is being requested on our Aug / Sept. water bill due to excessive usage from a leak we were unaware of.

The following information MUST be completed before submitting your request to the City Clerk:

1. Would there be any financial impact to the city? Yes or No

Yes No

If yes, in what way? Down ward adjustment of bill

2. Name(s) of any individual(s) or group(s) that will be directly affected by this action:

Self

Have they been contacted? Yes or No

3. Is there a need for a general public information or public involvement plan? Yes or No

Yes No

If yes, please specify and suggest a method to accomplish the plan:

4. Is an enforcement plan needed? Yes or No

Yes No

Additional funds needed? Yes or No

Yes No

5. Have all the affected departments been informed about this agenda item? Yes or No

Yes No

This form must be submitted no later than 6 working days prior to the scheduled meeting. All pertinent paperwork to be distributed to City Council must be attached.

ITEMS WILL NOT BE AGENDIZED WITHOUT THIS FORM

September 14, 2016

City of Sandpoint
Finance Director/Treasurer
1123 Lake St.
Sandpoint, ID 83864

RE: Water Leak at 405 Schweitzer Cutoff Rd., Sandpoint

To Whom It May Concern:

The purpose of this letter is to request a water rate adjustment on our July/August and August/September, 2016 City of Sandpoint water bill.

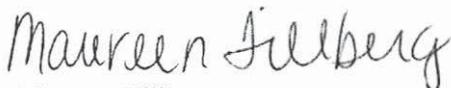
During the first of July, we purchased and installed a new \$289 water-efficient toilet in our main bathroom. Unbeknownst to us, the toilet was not adjusted correctly from the factory and the water ran constantly. There was no indication to us sound-wise that the toilet was running. We spoke to Michelle in the water department today and she indicated the city had sent us a water leak card on approximately August 15th. However, because of construction on Schweitzer Cutoff Rd., we did not receive our mail for almost two weeks and did not receive the card from the City until sometime around the first of September. After we received the card, Steve checked all outside faucets and water sources and didn't find any leaks. He then checked the toilet in the main bath and discovered that the water was running over the top of the shutoff valve, and was running continually. Steve adjusted the valve to stop the water from running and then checked the tattletale on the meter to indicate the leak had stopped.

After getting our bill from the City, Steve took the bill down to City Hall to discuss the cost with the water department. The water department has since sent out a technician and verified we no longer have a leak. In our conversation, Michelle told us our August/September invoice will be billed at 82,138 gallons.

Per your Water Leak Adjustment Policy, average normal usage will be calculated by using the average use during the same billing period or periods for the preceding two years. As a note, during the last two weeks of July, 2015, we had more than 20 family members here using bathrooms and taking showers, so our water usage last year was significantly higher than it normally would be for our July/August bill, and our average water bill for the same period would be much less.

Your consideration of this request will be greatly appreciated.

Sincerely,



Maureen Tillberg
405 Schweitzer Cutoff Rd.
Sandpoint, ID 83864

/mt

CITY OF SANDPOINT

"Most Beautiful Small Town"

1123 Lake Street Sandpoint, ID 83864
 Phone: 208-263-3561 Fax: 208-265-1489
 Emergency after hours - 866-482-4804

Pay your bill online - www.sandpointidaho.gov

Pay your bill or obtain account balance
 Information at 1-855-819-0769.

Emergency after hours - 866-482-4804

3173 7*1*****SCH 5-DIGIT 83864



STEVE TILLBERG
 405 SCHWEITZER CUTOFF RD
 SANDPOINT ID 83864-9459

ACCOUNT INFORMATION

Account Number	0008-004000.00
Service Address	405 SCHWEITZER CUT OFF RD
Winter Water Average	
Service Period	08/15/2016 to 09/15/2016
Bill Date	10/01/2016
Due Date	10/25/2016

METER INFORMATION

Current Read	1287297
Previous Read	1205159
Usage (Gallons)	82138

ACCOUNT ACTIVITY

Previous Balance	226.23
Payments/Credits	- 226.23
Balance Forward	0.00

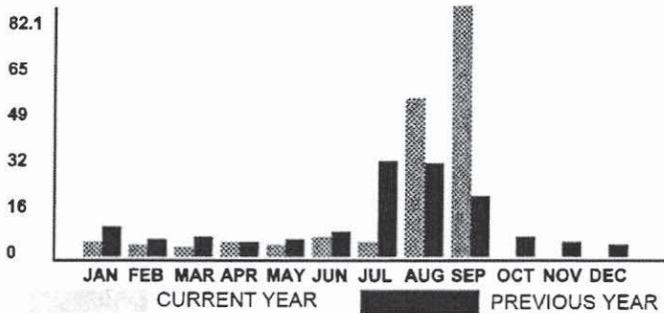
CURRENT CHARGES

Water	344.27
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AMOUNT DUE
TOTAL DUE

344.27

YOUR MONTHLY USAGE (1,000 GAL INCREMENTS)



LEAF PICKUP

The City of Sandpoint will pick up un-bagged leaves November 14-18, 2016 or until finished. City Residents are asked to place leaves in the street next to the curb by November 13, 2016 **Branches or bagged leaves will not be picked up.** For information call the Public Works office at 263-3428 M-F 7:30 a.m.-3:30 p.m.

North Idaho Crisis Services, free Professional Help when you need it, M-F 5pm-8am & Sat, Sun and Holidays 24 Hours 208-946-5595

PAYMENT COUPON - \$15.00 LATE FEE IF NOT PAID BY DUE DATE:

***PREVIOUS BALANCE DUE IMMEDIATELY**

Please return this portion along with your payment and make checks payable to City of Sandpoint.

ACCOUNT INFORMATION

Account Number	0008-004000.00
Service Address	405 SCHWEITZER CUT OFF RD
Bill Date	10/01/2016
Due Date	10/25/2016

000800400000034427000000034427

STEVE TILLBERG
 405 SCHWEITZER CUTOFF RD
 SANDPOINT ID 83864-9459

AMOUNT DUE

TOTAL DUE

344.27

AMOUNT ENCLOSED \$ _____

Remit Payment To:



City Of Sandpoint
 PO BOX 39
 CALDWELL, ID 83606-0039



094174-0003316

CITY OF SANDPOINT
AGENDA REPORT

DATE: October 25, 2016

TO: MAYOR AND CITY COUNCIL

FROM: Shannon Syth, Treasurer

SUBJECT: Water Leak @ 405 Schweitzer Cutoff Rd. Steve Tillberg

DESCRIPTION/BACKGROUND: Mr. Tillberg had a leak due to a running toilet at his home in July and August affecting his August 1st and September 1st billing. A leak card was mailed to Mr. Tillberg on August 15, 2016.

Mr. Tillberg was provided with a copy of our Water Leak Adjustment Policy and is requesting an adjustment based on the policy. Neither the account nor the cause of the excess usage qualifies under our policy.

Mr. Tillberg would like the Council to adjust his billing. This account does not have any sewer charges.

<u>Policy</u>	<u>405 Schweitzer Cut Off Road</u>														
Adjustments <u>shall not</u> be made for maintenance items such as leaking faucets or fixtures; occurring indoor or outdoor	Excess water usage was caused by a running toilet														
<p>Policy was designed to help mitigate residential properties which are billed using the <u>Residential Tiered Rate Table</u>. These rates escalate incrementally based on increased usage to promote conservation.</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 60%;">0-3,000 gallons</td> <td style="text-align: right;">\$2.88 per 1,000</td> </tr> <tr> <td>3,000 – 15,000 gallons</td> <td style="text-align: right;">\$3.22 per 1,000</td> </tr> <tr> <td>15,000-40,000 gallons</td> <td style="text-align: right;">\$4.95 per 1,000</td> </tr> <tr> <td>Over 40,000 gallons</td> <td style="text-align: right;">\$5.87 per 1,000</td> </tr> </table>	0-3,000 gallons	\$2.88 per 1,000	3,000 – 15,000 gallons	\$3.22 per 1,000	15,000-40,000 gallons	\$4.95 per 1,000	Over 40,000 gallons	\$5.87 per 1,000	<p>Mr. Tillberg’s account and all other multi-family accounts are billed using a <u>Seasonal Rate Structure</u>, which is much lower and does not promote conservation. One charge for all usage.</p> <table style="width: 100%; border: none;"> <tr> <td style="width: 60%;">Winter (Nov-April)</td> <td style="text-align: right;">\$3.17 per 1,000</td> <td style="text-align: right;">for all usage</td> </tr> <tr> <td>Summer (May-Oct)</td> <td style="text-align: right;">\$3.96 per 1,000</td> <td style="text-align: right;">for all usage</td> </tr> </table>	Winter (Nov-April)	\$3.17 per 1,000	for all usage	Summer (May-Oct)	\$3.96 per 1,000	for all usage
0-3,000 gallons	\$2.88 per 1,000														
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Winter (Nov-April)	\$3.17 per 1,000	for all usage													
Summer (May-Oct)	\$3.96 per 1,000	for all usage													
Adjustments are calculated at 50% of the <u>lowest Residential Tier Rate</u> for all usage in excess of normal usage. Normal usage is calculated by using the average	Mr. Tillberg’s account does not use a Residential Tier Rate.														

STAFF RECOMMENDATION: To remain consistent with our current Excess Water Adjustment Policy for Residential Tiered Rate customers, adjustments shall not be made for maintenance items such as leaking faucets or fixtures; occurring indoor or outdoor.

ACTION: Motion to deny the request for a water adjustment based on our policy that adjustments should not be made for maintenance items such as leaking faucets or fixtures.

WILL THERE BE ANY FINANCIAL IMPACT?

HAS THIS ITEM BEEN BUDGETED? N/A

ATTACHMENTS:

**ARF from Mr. Tillberg
Water Rules and Regulations Rate Sheet
Resolution 16-63 Water Leak Adjustment Policy
Water Rules and Regulations Rate Sheet
Utility Billing Usage Report
Utility Billing Leak Notice Records**

No: 16-63
Date: August 3, 2016

RESOLUTION
OF THE CITY COUNCIL
CITY OF SANDPOINT

TITLE: WATER LEAK ADJUSTMENT POLICY FOR RESIDENTIAL PROPERTIES

WHEREAS: Exceptional circumstances occasionally arise in which water leaks result in substantial water consumption through no fault of the customer;

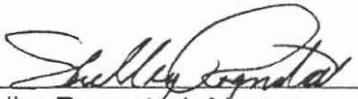
WHEREAS: Via Resolution No. 08-08, City Council adopted a policy enabling staff to mitigate the devastating financial impact of such occurrences on customers during the months of least water use (November through March), if the customer has exercised due diligence and promptly made necessary repairs;

WHEREAS: Via Resolution No. 10-49, City Council amended the policy to extend the same courtesy to customers at any time during the year;

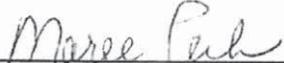
WHEREAS: Via Resolution No. 14-12, City Council further amended the policy to establish seasonal usage thresholds in order to accommodate a citizen; and

WHEREAS: At this time, City Council wishes to adopt a revised policy that, among other factors, will require a leak of 1,000% of normal usage in order to qualify for an adjustment, calculated on all excess water over normal usage.

NOW, THEREFORE, BE IT RESOLVED THAT: The new Water Leak Adjustment Policy for Residential Properties is hereby adopted, as reflected on the attached copy of the Policy and incorporated herein by this reference.

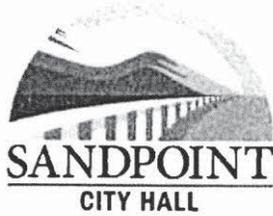

Shelby Rognstad, Mayor

ATTEST:


Maree Peck, City Clerk

City Council Members:

	YES	NO	ABSTAIN	ABSENT
1. Eddy	X			
2. Aitken	X			
3. Williamson Motion	X			
4. Camp	X			
5. Ruehle Second	X			
6. Snedden				X



WATER LEAK ADJUSTMENT POLICY – Residential Properties

The purpose of this policy is to provide the City of Sandpoint Utility Billing Department with a written policy regarding residential billing adjustments for water leaks on the customer (or property) side of the meter.

Utility customers are responsible to investigate and monitor higher than expected usage and to make necessary property side repairs to service lines, fittings and fixtures at their own expense and to avoid letting water run to waste. When a water leak occurs, even though the water is not used by the customer, it has been treated and provided by the utility.

In an effort to help mitigate the financial burden of a significant leak through no fault of the customer the City has developed the following guidelines for adjustments.

The City may, upon written request of a customer, supported by a visual inspection by the City's Utility Technician and/or by repair bills that clearly describe the nature of the problem and repairs performed or other appropriate documentation, adjust such customer's water bill in the case of loss of water due to circumstances beyond the reasonable control of the customer. Adjustments shall not be made for maintenance items such as leaking faucets or fixtures; occurring indoor or outdoor.

A determination of whether an adjustment is granted shall be made at the sole discretion of the Finance Director/Treasurer or his or her designee and shall be final. In making the determination, the City may take into account the cause of water loss, the consumer's opportunity, if any, to detect it, any negligence or fault of the consumer in connection with the water loss, and the promptness with which the water loss was discovered, stopped and repairs made.

(1.) The City shall adjust the customer's account for the water loss subject to the following conditions:

- a. The City after investigation shall find all of the following:
 - i. The meter was operating accurately;
 - ii. The repair of the leak has been verified;
 - iii. There was no evidence that the excessive use was due to the intentional or negligent act of the consumer;

(4.) The customer will be responsible for the payment of excess usage calculated at 50% of the lowest residential rate tier.

(5.) Payment of the excess usage at the adjusted rate is due by the customer upon receipt of the determination letter or new billing reflecting the adjusted amount due. If the customer is unable to pay the adjusted billing for the excess usage, the Finance Director/Treasurer is authorized to establish a payment plan not to exceed twelve months after review of the customer's financial information, including but not limited to six month of bank statements and two years of Federal Tax returns.

Residential Sewer accounts are not affected by water leaks. The City sets a sewer maximum charge each year based on the average of the customer's water usage for February, March and April each year, otherwise known as the Winter Water Average (WWA).

**WATER RULES AND REGULATIONS
2016**

Water Rates:

Single Family - 4 Consumption Blocks

<u>Meter Size (\$/Month)</u>	2015 Inside	Outside	[3]
3/4"	\$19.00	\$20.13	[2]
1"	38.15	40.43	
1 1/2"	67.19	70.92	
2"	95.55	101.30	
3"	343.65	364.25	
4"	572.90	607.28	
6"	1,145.92	1,214.66	

Volumetric Rate per 1000 gallons

First 3,000 Gallons	\$2.88	\$3.59
3,000-15,000 Gallons	3.22	4.03
15,000-40,000 Gallons	4.95	6.19
Over 40,000 Gallons	5.87	7.34

[2] Minimum bill includes meter charge and a minimum volumetric charge of 3,000 gallons.

[3] Proposed outside city rates maintains current differential with inside city rates.

Multi-Family - Seasonal (Per Unit)

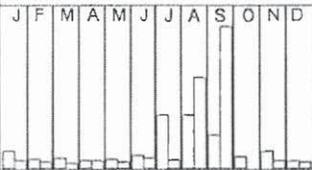
<u>Meter Size (\$/Month)</u>	2015 Inside	Outside	[3]
3/4"	\$19.00	\$20.13	[2]
1"	38.15	40.43	
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3"	343.65	364.25	
4"	572.90	607.28	
6"	1,145.92	1,214.66	

Volumetric Rates per 1000 gallons

Winter (Nov. - Apr.) All Consumption	\$3.17	\$3.96
Summer (May - Oct.) All Consumption	3.96	\$4.95

Account: 0008-004000.00
 Name: STEVE TILLBERG
 Address: 405 SCHWEITZER CUT OFF RD

Customer:
 Phone: (208)



Filters
 Periods To Month Sub Total
 Meter Type Meter No

Tn	Per	Read Date	Day	M.	Beg Read	End Read	Usage	RF	Billing Code	Meter No	Serial No	Dial	Co	ST
00	curr	10/12/16	29	OR	1287297	1287297	0	DU	WMFI34	82048314				1
00	1609	09/13/16	33	OR	1205159	1287297	82,138	D	WMFI34	82048314				1
00	1608	08/11/16	29	OR	1152829	1205159	52,330	DL	WMFI34	82048314				1
00	1607	07/13/16	28	OR	1147684	1152829	5,145	D	WMFI34	82048314				1
00	1606	06/15/16	35	OR	1140831	1147684	6,853	D	WMFI34	82048314				1
00	1605	05/11/16	29	OR	1136056	1140831	4,775	D	WMFI34	82048314				1
00	1604	04/12/16	32	OR	1130395	1136056	5,661	D	WMFI34	82048314				1
00	1603	03/11/16	29	OR	1126315	1130395	4,080	D	WMFI34	82048314				1
00	1602	02/11/16	31	OR	1121762	1126315	4,553	D	WMFI34	82048314				1
00	1601	01/11/16	31	OR	1116145	1121762	5,617	D	WMFI34	82048314				1
00	1512	12/11/15	29	OR	1111609	1116145	4,536	D	WMFI34	82048314				1
00	1511	11/12/15	30	OR	1106158	1111609	5,451	D	WMFI34	82048314				1
00	1510	10/13/15	32	OR	1098770	1106158	7,388	D	WMFI34	82048314				1
00	1509	09/11/15	31	OR	1078595	1098770	20,175	D	WMFI34	82048314				1
00	1508	08/11/15	28	OR	1047669	1078595	30,926	D	WMFI34	82048314				1
00	1507	07/14/15	33	OR	1016197	1047669	31,472	D	WMFI34	82048314				1
00	1506	06/11/15	30	OR	1007567	1016197	8,630	D	WMFI34	82048314				1
00	1505	05/12/15	29	OR	1001397	1007567	6,170	D	WMFI34	82048314				1
00	1504	04/13/15	33	OR	995920	1001397	5,477	D	WMFI34	82048314				1
00	1503	03/11/15	28	OR	989038	995920	6,882	D	WMFI34	82048314				1
00	1502	02/11/15	30	OR	983038	989038	6,000	D	WMFI34	82048314				1
00	1501	01/12/15	32	OR	972375	983038	10,663	D	WMFI34	82048314				1
00	1412	12/11/14	29	OR	967251	972375	5,124	D	WMFI34	82048314				1
00	1411	11/12/14	30	OR	956317	967251	10,934	D	WMFI34	82048314				1
00	1410	10/13/14	32	OR	927372	956317	28,945	D	WARI34	82048314				1
00	1409	09/11/14	30	OR	918381	927372	8,991	D	WARI34	82048314				1
Inquiry Totals: Count		185	Usage		2,892,980									

**** Screen Printed ****

Date: 10/25/2016 6:08:04 PM
 User: ssyth
 Program: UBM200 Account Master Update
 Version: 20.16.08.08.11.55.13

Account: 0008-004000.00
Name: STEVE TILLBERG
Address: 405 SCHWEITZER CUT OFF RD

Customer:
Phone: (208)

Contact No	Type	Status	C	R	Comment
0000019421	CA				after speaking with Shannon and Ryan, I called Steve and explained that he
0000019420	CA				CUSTOMER CALLED TO DISCUSS HER WATER LEAK AND WHAT SHE NE
0000019288	LK				8/15/16 LEAK CARD SENT
0000009607	LK				3/18/14 LK CARD SENT
0000009281	LK				2/20/14 LK CARD SENT
0000008884	LK				1/17/14 LK CARD SENT
0000008490	LK				10/18/13 LK CARD SENT
0000008125	LK				9/25/13 LK CARD SENT
0000007723	LK				8/20/13 LK CARD SENT
0000007328	LK				7/17/13 LK CARD SENT
0000006517	LK				5/15/13 LK CARD SENT
0000006113	LK				4/18/13 LK CARD SENT
0000005793	LK				3/15/13 LK CARD SENT
0000005488	LK				2/15/13 LK CARD SENT
0000005142	LK				1/17/13 LK CARD SENT
0000004706	LK				12/14/12 LK CRD SENT
0000004354	LK				11/19/12 LK CARD SENT
0000004011	LK				10/15/12 LK CARD SENT
0000003630	LK				9/26/12 LK CARD SENT
0000003196	LK				9/4/12 LK CARD SENT
0000002759	LK				6/26/12 LK CARD SENT
0000002529	PH				06/07/12 SPOKE TO MRS TILLBERG...SUGGESTED THYE CK ANY THING T
0000002385	LK				05/30/12 LEAK CARD SENT
0000002035	LK				4/27/12 LEAK CARD SENT
0000001716	LK				03/20/12 LEAK CARD SENT
0000001396	LK				02/27/12 LEAK CARD SENT
0000001028	LK				1/27/12 LEAK CARD SENT
0000000471	LK				12/20/11 LEAK CARD SENT - SPOKE WITH STEVE - CK TOILETS

K < > | Contact 1 of 28

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Date: 10/25/2016 6:18:12 PM
User: ssyth
Program: UBM200 Account Master Update
Version: 20.16.08.08.11.55.13