



CITY OF LE SUEUR
REQUEST FOR COUNCIL ACTION

TO: Mayor and City Council
FROM: Richard Kucera, Public Services Director
SUBJECT: Water & Sewer Bill Adjustment Policy
DATE: For the City Council meeting of Monday, April 27th, 2020

PURPOSE

Consider approval of a Water and Sewer Bill Adjustment Policy.

SUMMARY

City staff has been working to get a City Council approved water and sewer bill adjustment policy put in place for staff to follow. The attached policy was developed with staff input.

With this policy, a customer's sewer usage can be adjusted to the previous 3 months average usage. There are two different types of adjustments. The first is an interior/situational usage adjustment. This is for water loss typically associated with interior plumbing. This is for water that returns to the sanitary sewer system. Staffs recommendation is to allow this adjustment once every three years. The second is an underground leak adjustment. This is typically for water that does not enter the sanitary sewer system. Staffs recommendation is to allow this adjustment once every two years.

Attached, you will find the Water/Sewer Bill Adjustment Policy, Water Sewer Bill Adjustment Application, and the screenshot of the calculator staff will use for determining the volume to adjust.

ACTION REQUESTED

Staff recommends that City Council approve the Water Sewer Bill Adjustment Policy.



A property owner may request for the City of Le Sueur to review a billing account to determine if the account is eligible for an adjustment.

ADJUSTMENT REQUEST REQUIREMENTS

- Only the legal property owner or an authorized person designated by the property owner may request an adjustment.
- Adjustment requests must be submitted within sixty (60) days of the bill being issued.
- No more than two (2) consecutive bills are eligible for an adjustment for interior/situational usage or an underground leak.
- No leak adjustments will be granted if the property has an active leak or the known leak has not been repaired.

ADJUSTMENT REQUEST TYPES CONSIDERED

- **Interior/Situational Usage Adjustment:** This is for water loss typically associated with interior plumbing (e.g., appliances, interior fixtures, etc.) water loss in which the water loss returns to the sanitary sewer system. Property owners may only be granted an interior/situational usage adjustment at a property once every three (3) years.
- **Underground Leak Adjustment:** This is for water loss typically associated with underground pipe ruptures in which the water loss does NOT return into the sanitary sewer system. A receipt from a certified plumber is required to be submitted. The receipt must contain the date of the repair, type of repair, and indicate repair was completed. If water consumption data is available, data must support repair receipts. Property owners may only be granted an underground leak adjustment at a property once every two (2) years.

ADJUSTMENT TYPES NOT CONSIDERED

- **Theft or Vandalism:** Water loss due to theft or vandalism will not be considered for adjustment and is the property owner's responsibility.

ADJUSTMENT REQUEST SUBMISSION

Adjustment requests must be submitted using the "Water and Sewer Adjustment Request" form and returned to the Le Sueur City Hall or the email below.

Click here to download the Water Sewer Bill Adjustment Application Form.

Email: Utilities@CityofLeSueur.com

Mail or In Person: City of Le Sueur
Water and Sewer Adjustment Request
203 South 2nd Street
Le Sueur, MN 56058

ADJUSTMENT CALCULATION

- **Usage Adjustment:**

Adjustment is calculated from the daily average consumption of water from the previous 3-month billing periods prior to the leak. The sewer usage is then adjusted to the previous 3-month billing period average.

Example:

Previous Month 1 Units:	3,600	Gallons	
Previous Month 2 Units:	3,500	Gallons	
Previous Month 3 Units:	3,600	Gallons	
Average Previous Monthly Consumption Units:	3,500	Gallons	
Billed Consumption Units During Affected Bill Units:	10,000	Gallons	
Difference Between Average Previous Units and Affected Bill Units:	6,500	Gallons	
Water Usage Units Billed	10,000	Gallons	Actual Usage Units
Adjusted Sewer Units Billed:	3,500	Gallons	Average 3 Months Previous Usage

ADJUSTMENT NOTIFICATION

If approved, the adjustment will appear on the next utility bill.

If an adjustment is NOT approved, the property owner will be notified as to the reason for the denial.



City of Le Sueur, MN
Water Sewer Adjustment Request Form

APPLICANT/PROPERTY INFORMATION	
Name on Account:	
Name on Account:	Account Number:
Property Address:	City/State/Zip:
Phone:	Email:
Type of Leak: Underground Irrigation Toilet Softener Other	Other Description:
Describe the actions that were taken to complete the repairs:	
Date Leak Occurred:	Date Leak Repaired:

NOTES TO APPLICANT
<p>By signing, I verify that necessary repairs have been made prior to submitting this form. I understand that adjustments to the water or sewer portion of my bill cannot be made until repairs have been completed.</p> <p>I authorize the City of Le Sueur to process an adjustment on the water and/or sewer portion of my bill.</p> <p>I hereby certify that I have read and examined this application and all statements are true and correct.</p> <p>_____</p> <p>Signature of Applicant _____ Date</p>

OFFICE USE ONLY		
Received By:	Date Received:	Notes:
City Official Reviewing:	Date Reviewed:	Approved or Denied: Reason:
Customer Notified:	Date of Notification:	This completed form will be saved to the customers account.

Previous Month 1 units:	3,600	Gallons	
Previous Month 2 units:	3,500	Gallons	
Previous Month 3 units:	3,400	Gallons	
Average previous monthly consumption units:	3,500	Gallons	Average of Previous 3 Months Usage
Billed consumption units during affected billing period:	10,000	Gallons	Current Billed Consumption Units
Difference between average previous units and affected bill units:	6,500	Gallons	Current Billed Consumption minus Previous 3 Months Average Usage
Water units billed	10,000	Gallons	Actual units
Adjusted Sewer units billed	3,500	Gallons	Average 3 Previous Months Previous Units

Data Entry Cells