

To: President and Members of the Munster Town Council

From: Wendy Mis, Clerk-Treasurer

Copy to: Dustin Anderson, Town Manager

Date: August 16, 2021

Re: PROPOSED Water Bill Adjustment

The Town has been performing work on Timrick Drive including the installation of new water mains. The water line of a customer in the area was compromised when the boring contractor severed the customer's water line. There was sludge in the line after the incident. The customer was required to run their water to be sure the lines were clear. The homeowner has requested a refund for the cost of the water used to clear the line.

The Clerk-Treasurer does not have the authority to grant a refund or credit in this situation. It is difficult at best to determine how much water was used in this situation. If Council were to grant the request, a fair method of determining the amount to refund must be established.

One method of determining the amount is to apply the Leak Adjustment Policy. This looks at the average usage over the previous twelve months. The average usage for this customer is 4,000 gallons/month and the period in question had 12,000 gallons. The original bill amounts totaled \$46.01. Under this method, the adjustment amount would be \$15.05 which represents water usage and sales tax. With the adjustment, the amount due for water and tax would be \$30.96.

Recommendation:

As part of the Consent Agenda, approve the adjustment of \$15.05 to the account in question.