

**To:** President and Members of the Munster Town Council

**From:** Wendy Mis, Clerk-Treasurer

**Date:** April 17, 2023

**Re:** Ordinance 1900, Estimating Water Accounts

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Each month, water meters are read remotely through a transponder on the meter. Each month there are some meters whose usage data was not captured, and a second attempt is made to get the reading. If a reading is still not captured, the usage for the water account is estimated by taking a twelve-month average. If a reading is not captured on the next billing cycle, the account is estimated again, and the customer is contacted requesting them to make an appointment for maintenance personnel to look at the meter and possibly install a new one. There is no charge for the maintenance call or for a new meter if it is needed.

Most customers respond to the initial tag and follow through with the maintenance call. Some customers do not. Currently, there is no mechanism to require a customer to follow through. Right now there are a handful of accounts that have been estimated for almost a year with the customers being tagged each month. Staff suggests a tiered approach to encourage compliance as follows.

1. First month – Estimate the account with the previous 12 months average usage.
2. Second month – Estimate the account with the previous 12 months average and tag the property requesting the customer contact the Town to set an appointment for Maintenance Staff to examine and possibly change the meter.
3. Third month – Estimate the account at double the 12-month average usage and tag the property. This would be the second tag.
4. Fourth and each subsequent month – Estimate the account at double the 12-month average usage and assess a non-refundable fee of \$50.00.

Ordinance 1900 has been drafted for this purpose. Because there is a fine associated with it, the ordinance must be advertised. If adopted, the ordinance will go into effect after the required publication is made.

#### **RECOMMENDED ACTION:**

By motion and voice vote, hear proposed Ordinance 1900 on first reading and schedule second reading.