

## **AGENDA ITEM**

March 16, 2020

Subject: Water bill adjustments from the February 2021 polar vortex event

Department: Administration

We have several water bills that were extremely high. One resident averages a \$45.00 water bill and due to frozen pipes busting now has a water bill over \$1600.00.

This temporary policy will reduce water bills to their average consumption resulting in approximately a \$10,000-\$15,000 write-off.

## RESOLUTION NO. 1577

### RESOLUTION OF THE CITY OF NEVADA ADOPTING TEMPORARY LEAK ADJUSTMENT POLICY FOR WATER & WASTEWATER UTILITY ACCOUNTS.

WHEREAS, In February 2021, a polar vortex migrated from near the North Pole to the north central U.S. bringing exceptionally cold temperatures and wind chills to the central U.S and;

WHEREAS, the cold wave occurred during the morning of February 16, 2021 with many locations reporting record-breaking double-digit temperatures below 0°F and wind chills of -26°F and;

WHEREAS, the City desires to identify and establish a temporary policy for staff to follow to make adjustment(s) of a customer's water bill when the customer promptly repairs a discovered leak resulting from the February 2021 winter event;

### NOW THEREFORE, BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF NEVADA, MISSOURI AS FOLLOWS:

The following policy is in regards to adjusting utility accounts when account holder experiences an 'excess in water usage" due to water supply break, failure, and/or other leak beyond their reasonable control that occurs on the customer (private service) side of the water meter.

- A utility bill MAY be adjusted AFTER proof (i.e. plumber's invoice, parts receipts, plumbing permit, etc.) has been provided to the City that the leak has been repaired or corrected according to the following:
  - The leak was repaired within ten (10) days of the customer becoming aware of the leak's existence.
- If approved, the adjustment to the bill will be for no more than the last two (2) billing periods.
- No leak adjustment is allowed for leaking toilet(s) or for negligent failure to repair a leak.
- Persons wishing to appeal any final decision regarding a leak adjustment approval/denial may appeal in writing to the City Manager. The City Manager or designee will then hear the appeal within one week of receipt of the written appeal.
- If no resolution is forthcoming from the City Manager, applicant may request appeal to the City Council. The City Manager will refer the exclusion to the City Council at a regularly scheduled meeting. The Nevada City Council's direction on the issue shall be final.

**PASSED, APPROVED AND ADOPTED**, by the City Council of the City of Nevada,  
Missouri, this \_\_\_\_ day of \_\_\_\_\_, 2021.

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George Knox, Mayor

(seal)  
ATTEST:

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Michele Bailey, City Clerk