

MEMORANDUM

TO: Mayor and Board of Commissioners

FROM: Bryan Gruesbeck, Town Manager

SUBJECT: Water Billing Dispute from Piedmont Biofuels

DATE: December 9, 2013

Background: Attached please find a letter from Piedmont Biofuels that contests their Town of Pittsboro water bill dated 9/18/13 – 10/18/13 in the amount of \$728.23. As they indicate, their average bill for the past year is \$311.29. The water billing for 10/18/13 – 11/18/13 totals \$343.20. They report no changes or activities that could have caused their bill to increase to this extent.

John Poteat, Utilities Director, does not report any activity that could have caused the high reading. The size of this meter (6"-8" as opposed to a ¾" residential meter) makes it difficult to test for accuracy – this meter is buried whereas residential meters are at or near the surface. Furthermore, when meters malfunction they typically stop working – which generally benefits the customer.

Please recall that the water/sewer relief policy that you passed this past summer does not offer relief unless the water customer is able to identify and correct a reason for the high water/sewer usage.

Action Requested: Consider request and provide direction as appropriate.