

MEMORANDUM

TO: Mayor and Board of Commissioners

FROM: Bryan Gruesbeck, Town Manager

SUBJECT: Reba Torbert Water Leak

DATE: June 10, 2013

Background: Ms Torbert received an abnormally high water bill and has requested that the Town assume costs associated with her water bill, as read on 5/29/13. She is also requesting that the Town assume the cost of a plumber who checked for leaks in her private system. The plumber determined that at the time of his visit, he could not determine a cause for the lost water. She is not aware of the cause of the leak and assumes it is due to a faulty Town water meter.

On 5/31/13, Staff removed the water meter in use during the large reading and tested it to ensure that it was not the cause of an inaccurate reading. According to the subsequent test, the water meter was in working order. Nonetheless, a new working water meter was also installed at her residence.

Ms. Torbert does not have sewer service at this residence. Therefore, the Town cannot offer relief from her the sewer charges on her water bill as it does in similar situations with other residents. Moreover, if the Town cannot determine that its system or equipment was at fault for a water loss (e.g. a broken meter would be our fault), it does not typically offer any billing relief.

During past meetings, Board members have mentioned the need to develop a policy to allow for possible relief for Town water/sewer customers who experience extraordinarily high billings. In February (please see attached FYI item in agenda packet) Mandy Cartrette, Finance Officer, provided some samples of policies from nearby communities. In essence, the policies generally allow for some relief when customers provide evidence of the leak and that it was fixed. Settlements are then often established by averaging the previous twelve (12) months of billings. A policy of this type should be developed and brought to the Board of Commissioners for review.

Action Requested: Review the sample policies and provide direction.