

## MEMORANDUM

TO: Mayor and Board of Commissioners

FROM: Bryan Gruesbeck, Town Manager

**SUBJECT: Water Leak Policy**

DATE: August 26, 2013

**Background:** Last spring, you requested Staff to research policies to address water customers who experience abnormally high bills. Staff subsequently presented with options from neighboring communities. Each of these communities allow some level of forgiveness if a determination for a leak can be determined. At the July 22, 2013 Board of Commissioners meeting you discussed and apparently approved a modified policy to forgive a portion of a customer's water bill when they experience an abnormally high charge. During your discussion, you appeared to extend the recommended policy to not require a proven cause for a leak.

There was also some discussion regarding when the policy should actually take effect. In other words, how far back should we go to apply the policy? For example, Commissioner Wilson-Foley had brought a similar situation to the board in December of 2012.

**Action Requested:** Essentially, Staff is requesting clarification on the policy – is it the Board intention to allow forgiveness of high water and/or sewer bills in situations when customers can not determine that a leak was present? Please review the attached memorandum from Mandy Cartrette, Finance Officer that was included in the “FYI” portion of the August 12, 2013 Board of Commissioners agenda packet.

Second, the Board needs to decide when the policy should take effect.