NOTICE OF PUBLIC MEETING

Water, Sewer, & Sanitation Committee

The City of Adel’s Water, Sewer, & Sanitation Committee will meet in the council chambers at Adel City Hall, 301 S. 10th Street, Adel, Iowa, on **Monday, April 8, 2019** at **6:00 p.m.**

AGENDA

1. Call to Order
2. Approval of January 29, 2019 Minutes
3. Septic System Moratorium – Next Steps
4. Sargent’s Second Addition Preliminary Plat – Sanitary Sewer Line
5. Update on Water Treatment Plant and Water Rates
7. Leak Credit Policy
8. Any Other Business
9. Adjournment

Please Note: Members or a quorum of members of other City Boards, Commissions, Committees, and / or the Council may be in attendance. Only items on the agenda may be acted upon and / or discussed.
The City of Adel’s Water, Sewer, & Sanitation Committee met in the council chambers at Adel City Hall, 301 South 10th Street, Adel, Iowa, on January 29, 2019 at 6:00 p.m.

Ockerman called the meeting to order at 6:00 p.m. Members present: Christensen, Miller, and Ockerman. Others in attendance: Council member McAdon, City Administrator Brown, Public Works Director Overton, Water Superintendent Altenhofen, City Clerk Leopard, McClure reps. Brons and Anderson, and PFM rep. Burmeister.

Christensen motioned, seconded by Miller, to approve the August 7, 2018 minutes. Motion carried unanimously.

Discussion began on water and sewer rates. Burmeister reviewed financial models of the water, sewer, and storm water funds. The water budget had to be rearranged due to the 2013 bond’s coverage ratio. PFM, McClure, and the City will work together to update the water and sewer budgets ahead of the new treatment plants in 2020 and 2021.

Burmeister noted that the “C” charges, which are used to pay the USDA-RD bonds, are set to increase on July 1, 2019. Brown asked whether these increases should be reviewed prior to that. Burmeister stated that it would be beneficial to wait another year, especially when project costs are known. The 2013 water bond will be paid off by the end of 2020 with the USDA-RD proceeds. Burmeister noted that, if the City sees substantial growth, it may be possible to flatten out the “C” raises in future fiscal years. Given the project schedules, the earliest the FY20-21 water rates could be reviewed is July 2019; for sewer’s FY20-21 rates, spring of 2020.

Brons reviewed rate comparisons with the greater Des Moines metro area. Adel’s water rates are approximately half of Xenia Rural Water. Adel’s sewer rates are roughly in the same place as a few years ago, which means other communities have major projects. For storm water, Adel is practically at the top, but this rate will pay off the USDA-RD loan in 20 years instead of 40 years. Brons noted that the metro is increasing rates overall for major projects.

Discussion moved to general project updates. A fourth storm water project would be bid this spring. Most water projects have begun. The East Annex Sewer Extension Project will be completed by November 2019. The wastewater treatment plant will be bid next year. McClure will also be reviewing a possible connection to the WRA.

Discussion moved to the septic system moratorium that is in place through the early summer. Brons reviewed sewer options for the North 15th Street area and the Prospect Pointe development near 288th Trail.

Discussion moved to the East Annex area. Brown stated that commercial entities in this area were not currently being charged for storm water. Brown suggested that the City could begin charging them once they were hooked up to the East Annex Sewer Extension project. The committee asked staff to review this situation and contact legal.

Discussion moved to sewer credits vs. leak insurance. Brown stated that several customers had requested leak credits for water leaks on outside hoses. Leopard noted that a clear policy would be beneficial. The committee suggested reviewing a one-time sewer credit above normal rates with a $50.00 administration fee with legal.

Discussion moved to the City’s water policies. Brown noted that the City had moved to enforce existing policy (i.e., zero balance) in the past 1.5 years. Leopard noted that 8-10% of accounts do not pay on time. Brown stated that the accounting software can provide email and phone reminders. Brown noted that some commercial buildings are habitually late. The committee advised sending letters and working with businesses before enforcing the policies.

Discussion moved to the garbage and recycling rates. Brown stated that Ankeny Sanitation and the landfill were increasing their rates. The City will target increasing rates by June for July 1.

With no other business, the meeting was adjourned at approximately 8:24 p.m. Respectfully submitted, Anthony Brown, City Administrator
City of Adel Utilities Payment Policy

City utility bills must be **paid in full** leaving an account balance of $0.00 by the 20\textsuperscript{th} of each month.
If your account balance is not $0.00 by end of day on the 20\textsuperscript{th}, the following will occur:

- Following the 20\textsuperscript{th}, if payment was not received, a late fee will be assessed and a reminder notice will be mailed.
- The amount listed on the notice is due in full by the due date listed on the reminder notice.
- If not paid by the date listed, disconnection tags will be hung on any accounts with a balance. A $30.00 tag fee will be assessed. The amount from the reminder notice as well as the $30.00 tag fee must be paid by 8:00 a.m. the following business day.
- The business day after disconnection tags have been hung, service will be shut off and an additional $50.00 fee will be assessed. If services are shut off, all past due and tag/shut off fees **MUST** be paid in full before service will be restored. Service will be restored between the hours of 8:30 a.m. and 3:30 p.m., Monday through Friday **ONLY**.

We appreciate your understanding and cooperation
## Disconnect Notices for 03/01/19 & 04/01/19

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Water Leak Credit policy/procedure

From time to time, city utility customers request the application of a credit against their sewer bill due to a water leak occurring at their property. According to the city code, utility customers are billed for both water and sewer charges based on their water usage. This policy is intended to identify the circumstances in which an administrative credit may be applied to a utility customer’s account. The city reserves the right to amend or rescind this policy at any time.

A request for a credit must be in writing, have current contact information (name, property, phone number, email, etc.) for the utility customer, identify how the leak occurred, and demonstrate that the leak has been remediated. The request shall be submitted to City Hall. The request will be reviewed by the sewer department. The customer will be notified, in writing, regarding the approval or denial of the request for the credit as soon as is reasonably possible.

A credit may be issued where the sewer department determines that the request meets the following criteria:

1.) The leak occurred in a fashion where it is reasonable to say that the flow did not enter sanitary sewer. By way of example, a request for credit would likely be approved where an outside hose bib froze and broke, causing an excessive bill. A request for credit would likely be denied, however, where a toilet is “stuck open” for a week causing constant flow.

2.) The utility customer can demonstrate to the sewer department that the leak has been repaired or is no longer occurring (this may include but is not limited to: receipts showing repairs to the property, a site inspection by sewer department staff, usage trend information showing a spike in usage which has subsequently returned to normal, etc). A credit will not be applied where there is an ongoing leak.

3.) The customer account holder of the specific property has not used the leak credit for the specific property in the past. A leak credit will only be allowed once, per customer account holder, per property. Multiple credits will not be approved.

A credit may be applied for a maximum of three consecutive utility billing cycles. It will be the sewer department’s responsibility to determine the duration of the leak and the billing cycles that were affected.

A credit will apply to the customer’s sewer charge only. The amount of the credit will be based on usage that is above and beyond the customer’s average sewer usage (based off the twelve most recent months of usage in which the leak was not occurring). If the customer does not have a 12 month history that can be averaged, the sewer department will calculate a reasonable estimate for average sewer use. In no circumstance will a credit be given for water usage, as cost of treatment and distribution has already occurred.

A one-time $10.00 administrative fee will be deducted from any approved sewer credit, to account for the staff time involved in applying the credit to the utility account. No fee will be imposed where a request for credit is denied.

If an account holder disputes the sewer department’s determination regarding the approval or denial of the leak credit request, they must submit a leak credit dispute to the City Administrator, in writing, within 14 days of the date of notification from the sewer department. The leak credit dispute shall be
set as an agenda item for the next, most reasonable City Council meeting. The account holder will be required to attend that meeting to dispute the leak credit determination that was given by the sewer department. The City Council will make the final determination regarding the application of the credit.

All bills being considered for a leak credit will be due in full, per regular billing practices, until the City has made a determination on the credit. If a credit is approved, the utility customer shall receive notice in writing regarding the amount of the credit and the balance on the account.