

ORDINANCE NO. 2024-01

**AN ORINANCE OF THE CITY COUNCIL OF THE CITY OF WHEELER, OREGON
ADOPTING AN ACCOUNT ADJUSTMENT POLICY FOR CUSTOMER WATER
LEAKS**

WHEREAS, unintentional leaks or inadvertent water line breaks occur periodically on the private property of citizens within the City; and

WHEREAS, the City Council of the City of Wheeler would like to adopt a uniform policy for how the City will deal with excess water charges resulting from inadvertent water leaks or water line breaks; and

WHEREAS, the City believes that a written policy will then let City staff address the issue internally, thereby saving Council time in addressing these issues.

NOW, THEREFORE, the City of Wheeler ordains as follows:

Section 1. Staff is authorized to implement this policy in accordance with the terms of this ordinance, without further guidance, assistance, or consultation with the Council if the billing adjustment is less than \$200.00. Adjustments over \$200.00 will require approval from the Council. In the event that staff has questions as to whether a particular charge is within the policy, staff may bring that issue to Council for clarification.

Section 2. The customer must request a credit for their water bill within two billing cycles of the increased water consumption being reflected on their water bill. The credit request must be made in writing to City Hall and must include the following:

- a. An explanation of the cause of excess water consumption.
- b. An explanation of what steps the customer took to repair the leak or break.
- c. Copies of receipts showing parts and labor for repair of the leak or break; and
- d. A statement that the leak or break has been repaired.

Section 3. If the leak or break is no fault of the customer and repairs are made in a timely manner, a credit will be applied to the account for up to 50% of the overage charges in excess of the customer's average monthly water usage for the previous 12 months. The city will allow up to one (1) adjustments per calendar year. Adjustments will be made for catastrophic or sudden system failure that is detected by either the homeowner or the city, but will not be made for long-term loss of water such as leaking toilets or dripping faucets.

Section 4. This Ordinance shall repeal and replace Ordinance 2023-03.

First reading on the 18th day of June, 2024.

PASSED and ADOPTED by the City Council of the City of Wheeler on this 16th day of July 2024.

CITY COUNCIL WHEELER, OREGON

Aye

Nay

Absent / Abstain

Karen Matthews, President

/

Heidi Stacks, Councilor

/

Gordon Taylor, Councilor

/

Deanne Ragnell, Councilor

/

Walt Porter, Councilor

/

ATTEST: Clif Kemp, Mayor

Pax Broder, City Manager