

**REQUEST FOR ADJUSTMENT  
UTILITY BILL**

IMPORTANT NOTICES:

- Completion of this form does not guarantee that an adjustment will be granted.
- This form must be received by the City of Essex at least 48 working hours before the account becomes delinquent. Adjustment requests received within 48 hours of delinquency will not be penalized the \$10 accounting fee.

**Complete the information below and email ([cityessex@heartland.net](mailto:cityessex@heartland.net)), fax (712.379.3415) or drop off your request form at City Hall (412 Iowa Avenue) at least 48 working hours before your account becomes delinquent.** You will be notified by the City Clerk via email or phone call if your adjustment has been approved or not.

Customer's Name: \_\_\_\_\_ Service Address: \_\_\_\_\_

Customer's Email: \_\_\_\_\_ Customer's Phone #: \_\_\_\_\_

Explanation for request should relate to items A) B) & C) below: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

1. The amount of the adjustment shall equal the sum of the sewer bill that exceeds the average monthly sewer fee for the most recent three month period, up to a maximum adjustment of \$500.
2. The customer can demonstrate the following:
  - A. The excessive sewer fee was the result of a leak in the plumbing system on their property.
  - B. The leak has been completely repaired.
  - C. The leak was not caused by the owner's negligence.
3. The adjustment is limited to the sewer user fee bill for only one month.
4. The business or customer and spouse have not been granted any previous adjustment on either a residential account or commercial account during the previous ten (10) years as a customer of the City of Essex.
5. This policy shall not apply to charges for water services.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

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*For Office Use Only:* Adjustment approved? YES or NO Requestor notified? \_\_\_\_\_

**RESOLUTION NO. 2016-09**

**RESOLUTION PROPOSING THE AMENDMENT OF CHAPTER 99 OF THE CODE OF ORDINANCES OF THE CITY OF ESSEX, IOWA PERTAINING TO CREDIT FOR SEWER SERVICE CHARGES**

*WHEREAS*, the City of Essex is mandated by state and federal laws to comply with clean water standards and to operate a wastewater treatment facility in compliance with state and federal standards; and

*WHEREAS*, the City Council has determined that the City needs a policy regarding adjustments to sewer user fees due to water leaks; and

*WHEREAS*, the City Clerk has researched the policies of other utilities and cities to assist in the development of a similar policy for the City of Essex; and

*WHEREAS*, the City Clerk has prepared a policy for the council's consideration that would provide for an adjustment to sewer service charges in circumstances where a water leak has resulted in an unusually high sewer service fee bill.

*NOW THEREFORE, BE IT RESOLVED* by the City Council of the City of Essex, Iowa that the following Section 99.08 is hereby added to Chapter 99 – Sewer Service Charges of the City Code of Ordinances:

**99.08 SEWER USER FEE ADJUSTMENTS.** The Mayor and City Clerk may grant a one time adjustment to sewer service charges for water leaks that have resulted in an unusually high sewer service fee, provided that the adjustment meets the following criteria:

1. The amount of the adjustment shall equal the sum of the sewer bill that exceeds the average monthly sewer fee for the most recent three month period, up to a maximum adjustment of \$500.
2. The customer can demonstrate the following:
  - A. The excessive sewer fee was the result of a leak in the plumbing system on their property.
  - B. The leak has been completely repaired.
  - C. The leak was not caused by the owner's negligence.
6. The adjustment is limited to the sewer user fee bill for only one month.
7. The business or customer and spouse have not been granted any previous adjustment on either a residential account or commercial account during the previous ten (10) years as a customer of the City of Essex.
8. This policy shall not apply to charges for water services.

*BE IT FURTHER RESOLVED* that the City Clerk is hereby directed to publish notice that a public hearing will be held on September 14, 2016 at 7:00 pm at City Hall, in Essex, Iowa, at which time the Council will hear comments or objections to the amendment from any interested party.

This Resolution shall be in effect upon its passage and approval as provided by law.

Passed by the Council the 10<sup>th</sup> day of August, 2016 and approved this 10<sup>th</sup> day of August, 2016.

/s/ Russell E. Hilker  
Mayor

ATTEST:  
/s/ Lisa A. Nelson  
City Clerk