



## WATER POLLUTION CONTROL

February 12, 2018

Shirley Baker  
1302 E 2<sup>nd</sup> Ave  
Indianola, IA 50125

Dear Ms. Baker,

In preparation for installing a new sewer main next to your residence at 1810 E 2<sup>nd</sup> Ave., I, Rick Graves Wastewater Superintendent for the City of Indianola, called you to setup a time to televise your sewer to locate where it runs to. Prior to calling you, my staff identified the locations of the sewer service lines for K&K Auto Repair and Julies Jewels Antique.

When we spoke, you were under the impression that your sewer line was hooked to a septic tank on the north side of your house. When we televised your sewer line, we identified that it actually runs northwest of your house underneath the corner of your detached garage and connects to the line that serves Julies Jewels Antique north of you. See photo below for location.

Based on the city's records your garage was approximately built in 2003 on top of your sewer line. This indicates that you have been hooked to the City's sewer system since 2003. According to City Sewer Policy Statement (enclosed), the city can back bill you up to 60 months for the cost of sewer but not more than the cost of a 12-month period.

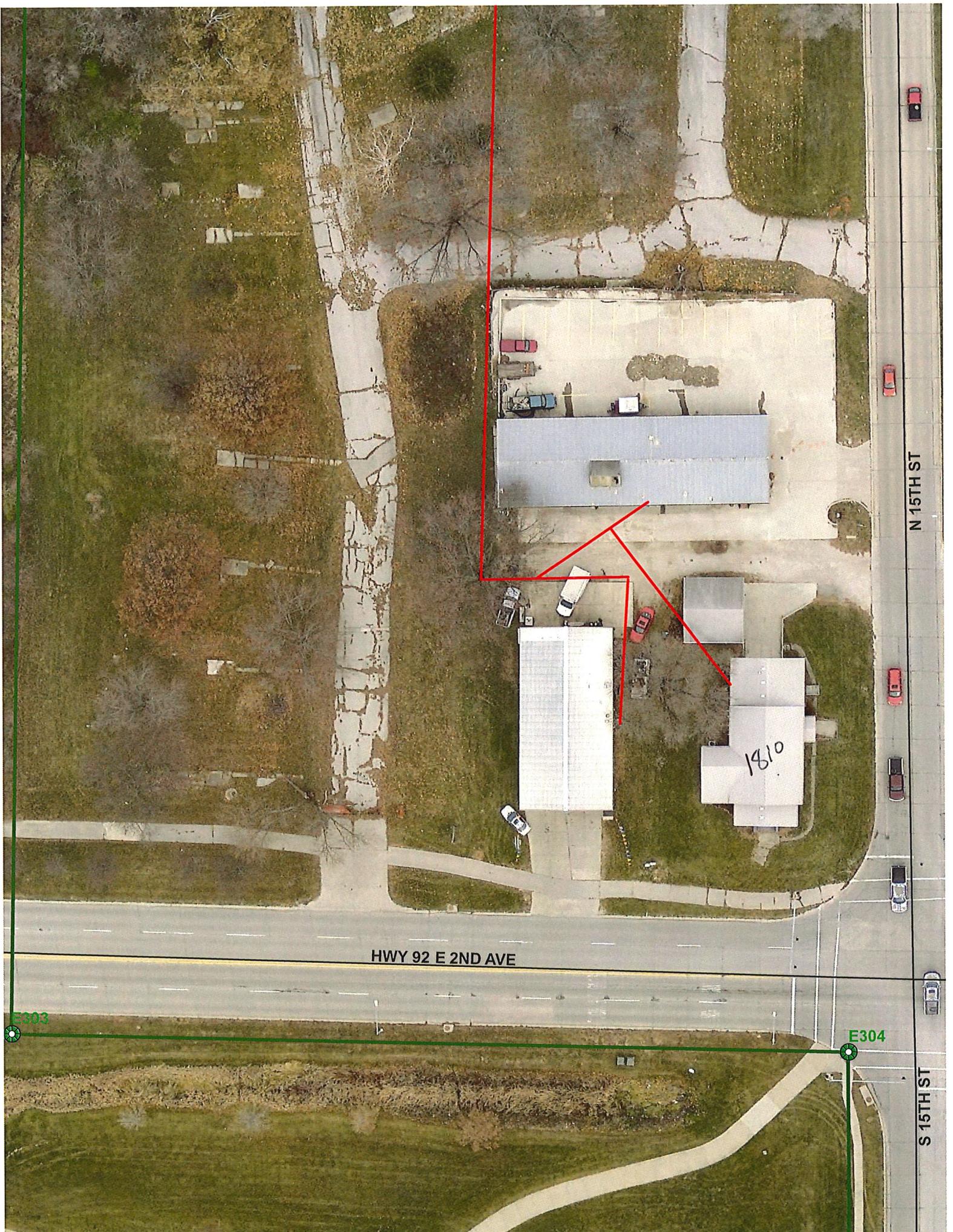
With the identification of your sewer line and the city policy:

- a. Your utility bill will start having a Sewer charge added to it from the date of identification as of February 8, 2018.
- b. You will be getting back billed for the past 12 months of usage which totals \$96.00. The attached utility history below shows that your residence was charged the minimum for water usage. The charge for minimum sewer usage is \$8.00 per month.

If you have any questions please don't hesitate to call.

Sincerely,

Rick Graves  
WPC Supt.



HWY 92 E 2ND AVE

N 15TH ST

S 15TH ST

1810

E303

E304

## Sewer Policy Statement

### Purpose

The purpose of this policy is to provide for the implementation of Chapter 99.04 of the Code Of Ordinances pertaining to the basis for establishing user charges for sewer services. Nothing in this policy shall be construed to apply to or interfere with other chapters of the Code of Ordinances for sewer services.

### Policy Statement

In the event that it is discovered that a meter multiplier has been incorrectly applied to a customer's consumption, a meter has been read incorrectly, the appropriate rate schedule has not been applied, a meter was not connected correctly, or in other similar circumstances, a refund or back bill shall be issued.

Whenever an incorrect reading of a meter, incorrect application of a rate schedule, incorrect meter connection or other similar reason occurs, the City shall make a refund for any overcharge or shall back bill for any undercharge. A refund or back billing shall be calculated using the actual consumption for (1) the proceeding 60 months from the time the error was identified, or (2) for the period from the establishment of the current account holder to the time the error was identified, whichever is less. The maximum refund or back bill shall not exceed the amount of the actual consumption multiplied by the rate for like charges in the twelve (12) months preceding the discovery of the error, unless otherwise ordered by the governing body.

For any back bill issued under this policy, the customer shall be offered a payment plan agreement with repayment terms up to 12 months without interest or penalty. Any requested payment plan exceeding 12 months shall require Council approval. Failure to complete repayment will not lead to disconnection of services, but will lead to appropriate legal action being initiated by the city. The payment plan agreement shall also provide for complete repayment upon the closing of that customer's account. Any agreement with terms exceeding these must be approved by the City Council.

*Adopted by City Council on August 6, 2007. Amended by City Council on August 7, 2017.*

