



## AGENDA ITEM #3.6

# REPORT TO CITY COUNCIL

Report Prepared by: Jenny Peterson, Administrative Assistant

Date: October 4, 2016

Subject: Request for Utility Billing Adjustment

Report: Ramona Morrison requested a credit for sewer usage due to a water heater leak. Ms. Morrison stated they pumped all the water out of her home. Once the water was gone, Ms. Morrison discovered a rug was over the drain preventing the water from going down the sewer.

Council Action Requested: Council motion to issue a utility credit to Ramona Morrison in the amount of \$1,192.45 for the sewer portion above and beyond the minimum usage charge.

09/02/16

Pequot Lakes City Council:

On July 14 2016 a water heater leak was discovered that flooded my home at 3884 West Grove St. We pumped it out & discovered a rug was over the drain preventing the water from going down the sewer.

It appears on the bill that the sewer is based on water usage, which would be incorrect in this case. I am requesting for my water/sewer bill to be adjusted. Your help with this issue will be greatly appreciated.

Should you have any questions, please contact my daughter Pam Morrison at 763.331.5961

Thank you,

*Ramona Morrison*

Ramona Morrison

PO Box 35/3884 West Grove Street

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