

City of Wheeler Water Department

Application for Billing Adjustment due to Water Leak

Ordinance 2023-03

Customers will keep all pipes and fixtures of the customer's lines in repair at their own expense, and will be held liable for any and all damages which may result from their failure to do so. If the city notifies a customer of a leak and necessary repairs are not made within 14 days of that notification, the water may be shut off and not turned on again until the repairs are made. In the event a customer water leak is identified, the City Council may approve an adjustment in the water bill, for one billing period only, of up to 50% of the estimated excess consumption provided that the customer notified the city of the repair and the city Public Works Department has confirmed the repair has been satisfactorily completed.

Name: Deslee F. Kahrs Acct #: 1

Service Address: 196 S. Marine Dr Leak Timeframe: Your computer record shows it.

Description of Event: Please see attached sheet

***Please include proof of leak repair (invoices, receipts, photographs, etc.)** we had the items and tools on hand to fix the problem.

Signature:  Date: 1/31/24

To be filled out by Wheeler Public Works:

Date/Time Leak Began: 11/19/23 2am Date/Time Leak was Repaired: 11/19/23 3pm

Estimated Water Loss Due to Leak (Gallons): 17,308 Gals.

Notes:

To be filled out by Wheeler Finance Department:

Estimated Cost of Water Loss Due to Leak: \$191.19

Amount Requested to be Forgiven from Water Bill (50% of above): \$95.60

Notes: *nothing additional
customer consistently remains current on
water bill*

City Council Hearing Date: _____

City Council "Ayes": _____ City Council "Nays": _____

Request Approved

Request Denied

ATTEST: Clif Kemp, Mayor

Pax Broder, City Manager

TO: City of Wheeler Water Department

From: Des and Donna Kahrs

RE: Application for Billing Adjustment due to Water Leak

When: Nov. 19, 2023

Discussion: We were on a trip from 11/2 - 11/19/23. Shortly after our arrival home on 11/19, we noticed the leak under our wharf caused by a waterline joint that had come apart. We turned off the water and were able to fix the problem ourselves.

Later, when talking to Pax Broder about the incident, the City's computer record showed that the leak was for a limited period of time.

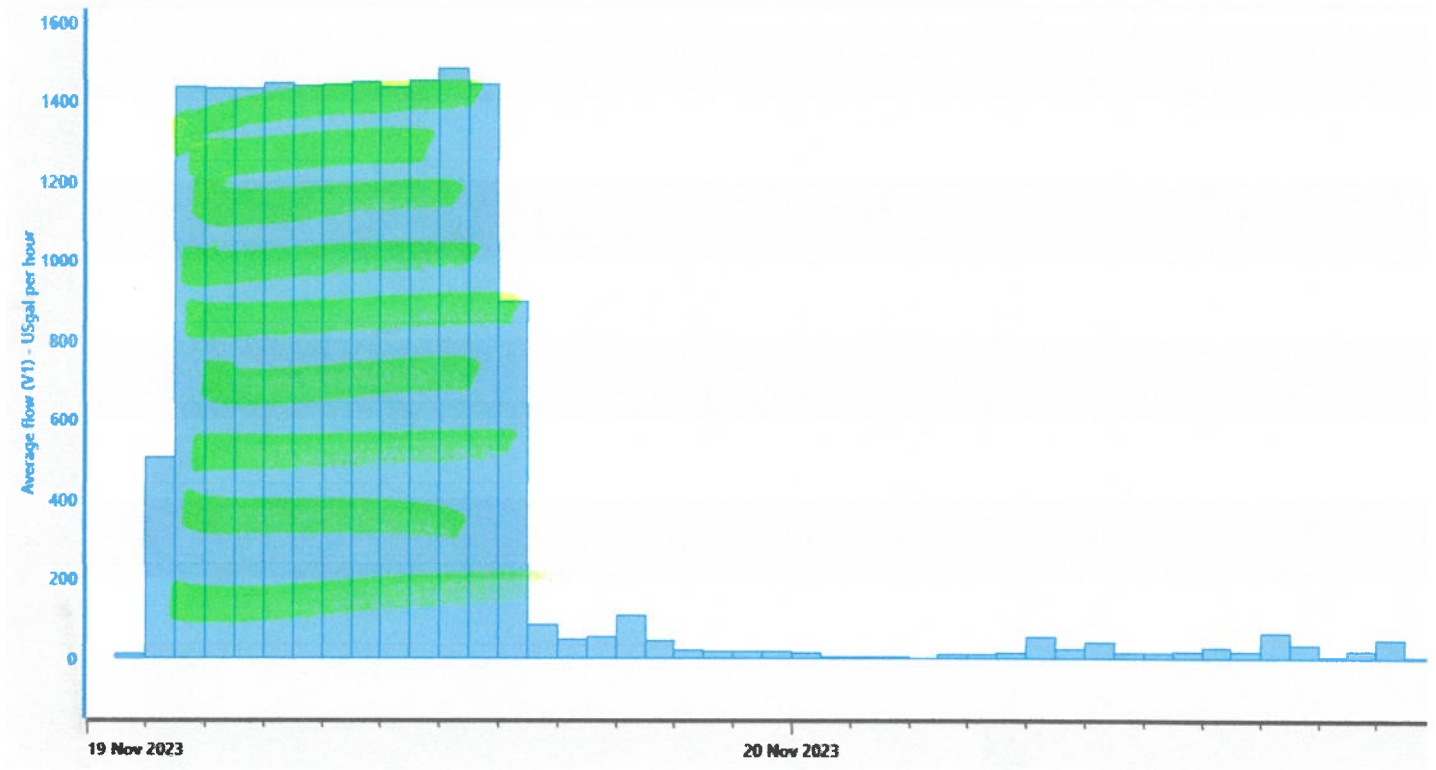
We will be appreciative if an adjustment can be made.

Average flow (V1) report

Period: Sunday, November 19, 2023 - Monday, November 20, 2023

Customer: KAHR5_DES
196 S MARINE DR

Customer number: 1
Serial number: 21655568



Average flow (V1):

Reading time	Average flow (V1) - USgal per hour
11/20/2023 11:00:00 PM	22.98
11/20/2023 10:00:00 PM	4.11
11/20/2023 9:00:00 PM	46.8
11/20/2023 8:00:00 PM	18.16
11/20/2023 7:00:00 PM	5.6
11/20/2023 6:00:00 PM	33.57
11/20/2023 5:00:00 PM	64.21
11/20/2023 4:00:00 PM	16.42
11/20/2023 3:00:00 PM	29.44
11/20/2023 2:00:00 PM	18.08
11/20/2023 1:00:00 PM	13.99
11/20/2023 12:00:00 PM	15.58
11/20/2023 11:00:00 AM	41.21
11/20/2023 10:00:00 AM	24.15
11/20/2023 9:00:00 AM	56.43
11/20/2023 8:00:00 AM	13.39
11/20/2023 7:00:00 AM	11.64
11/20/2023 6:00:00 AM	9.54
11/20/2023 5:00:00 AM	1.54
11/20/2023 4:00:00 AM	5.36

11/20/2023 3:00:00 AM	3.67
11/20/2023 2:00:00 AM	5.8
11/20/2023 1:00:00 AM	14.16
11/20/2023 12:00:00 AM	17.98
11/19/2023 11:00:00 PM	18.41
11/19/2023 10:00:00 PM	17.35
11/19/2023 9:00:00 PM	21.58
11/19/2023 8:00:00 PM	45.59
11/19/2023 7:00:00 PM	107.43
11/19/2023 6:00:00 PM	55.74
11/19/2023 5:00:00 PM	47.47
11/19/2023 4:00:00 PM	85.9
11/19/2023 3:00:00 PM	897.78
11/19/2023 2:00:00 PM	1443.37
11/19/2023 1:00:00 PM	1484.92
11/19/2023 12:00:00 PM	1454.02
11/19/2023 11:00:00 AM	1438.12
11/19/2023 10:00:00 AM	1449.33
11/19/2023 9:00:00 AM	1442.97
11/19/2023 8:00:00 AM	1440.88
11/19/2023 7:00:00 AM	1446.72
11/19/2023 6:00:00 AM	1434.07
11/19/2023 5:00:00 AM	1433.21
11/19/2023 4:00:00 AM	1436.81
11/19/2023 3:00:00 AM	506.65
11/19/2023 2:00:00 AM	9.89
11/19/2023 1:00:00 AM	7.45