

To: Mayor and Members of Council

February 7, 2011

Re: Utility Bill - 28 Emerald Creek Drive – Rick & Christina Sthamann

Background

The December 2010 Utility billing was based on actual readings. The two previous billings in 2010, July and Oct were based on estimated readings. Some residents had very high water bills for the December billing, which can be explained by low estimates on the previous two billings, a water leak, or the residents planting new lawn or sod. A list of high actual readings was given to the Town Foreman to be checked. Rick and Christina Sthamann were on the List.

Discussion

On January 6, 2011 Town staff contacted the owners of 28 Emerald Creek Drive to report that their actual reading (895) was extremely high. Another actual was taken and reported at (907). The owner said to our maintenance staff that he understood the high usage as he planted sod this past summer. The bills were mailed out on Friday January 14, 2011 with the Sthamann's water charge being \$1336.20. The Administration received a call from the Sthamann's stating they felt there was an error in the reading that was a result of a faulty meter. The Town Foreman checked to see if possibly one of the toilets were running, however he didn't find any problems. Therefore Darryle changed the meter with a new meter and the meter that was on the house was sent to SaskWater to be tested. The report (attached) stated that the meter was within allowable limits of accuracy.

Budget Implications

None

Recommendation

Administration is satisfied with the report from Saskwater and that the actual reading reported is accurate for the December 2010 Utility billing. Therefore the Sthamann's utility bill should not be adjusted.



Town Manager

Respectfully submitted,

A handwritten signature in blue ink, appearing to read "Shauna Bzdel".

Shauna Bzdel,
Town Manager