Utilities Commission | January 5, 2022

Commission Meeting | Minutes | 8:30 AM

CALL TO ORDER

Attendee Name	Title	Status	Arrived
Brian Ball	City Engineer	Present	
Richard Dzik	Safety Service Director	Present	
Keith Burley	Alternate Member	Present	
Kenneth Griffith	Assistant Utilities Director	Absent	
Rachel Curtis	Member	Present	

Others in attendance: Kristen Goldner, Recording Secretary; P. Robert Broeren, Jr., City Law Director; Tammy Woods, Council Representative.

MINUTES APPROVAL

- Utilities Commission - Commission Meeting - Dec 7, 2021 8:30 AM

RESULT:	**ACCEPTED [UNANIMOUS]**
MOVER:	Keith Burley, Alternate Member
SECONDER:	Brian Ball, City Engineer
AYES:	Ball, Dzik, Burley
ABSENT:	Griffith

ADJUSTMENT JOURNAL

Mr. Dzik said we have a number of adjustment journals that have been postponed. Part of the reason is that Mr. Burley sits on the Cooper Park Board and he had to abstain from those votes.

Mr. Dzik asked Kristi to go over the October journal line by line for Ms. Curtis' benefit.

Ms. Goldner said the first one on the October journal, the non-payment fees are added each month when we do shut-offs. There is a $40 non-payment fee assessed to each account on the

shut-off list. There were 129 on this list. The next entry is a pool credit. Those are normally done earlier in the year but they can straggle in to October depending on when people get us their forms. That would be a credit on their wastewater because people just empty their pool, it doesn't go back in to the system to be treated. The next entry is the same. The next one is for Cooper Park, that was a mess. So there was a master meter that was billing, it was basically double-billing. There were 3 accounts that each had a meter but they were also running through a master meter that was billing. So we had to credit the 3 double-billed accounts. The next is for bulk water sales and discharge. All of that happens at the wastewater plant, they send us invoices for people who come throughout the month and then we bill it. Ms. Goldner said she is not sure how we bill that, there is a minimum but she is not positive what that is. The next entry is a one-time waiver of late fee. We do that for customers with a good billing history. This one is on the list just because of the amount. Normally they are five bucks, this one was sixty. And then double-billed accounts again. This got held up a little bit so the first double-billed credit was up to August when we first looked at it. So by the time we actually did the credit, we had to go back and credit the rest of it. So that's October.

Mr. Dzik said he thinks that gives a good breakdown of some of the standard ones. We may not need to go line by line through the next two months.

Ms. Goldner said it's pretty much the same reasons on each one. The only one, on December there is a blown gasket credit which is a leak credit. There was a blown gasket that was leaking and we did not find that for a while so it was for four months.

Mr. Ball explained that there is a gasket on each side of the meter. If the gasket on the homeowner's side blows, then the meter runs. If the gasket on the street side blows, then the water goes out and it doesn't affect the meter. It's kind of the luck of the draw a little bit because they do blow.

Ms. Goldner asked Ms. Curtis if she had any questions about any of the other ones.

Ms. Curtis said no, she read through them and they do look kind of the same reasons.

- October Adjustment Journal
- November Adjustment Journal
- December Adjustment Journal
- Motion to Approve the October, November, and December Adjustment Journals.

Ms. Curtis seconded the motion.

RESULT:	**APPROVED [2 TO 0]**
MOVER:	Brian Ball, City Engineer
AYES:	Ball, Dzik
ABSTAIN:	Burley
ABSENT:	Griffith

NEW BUSINESS

New Commission Member: Rachel Curtis

Mr. Dzik introduced the new commission member, Rachel Curtis. She will joining in place of Elizabeth Doolittle.

Mr. Dzik asked if Ms. Curtis had any questions yet.

Ms. Curtis said not yet, she will wait.

OLD BUSINESS

Utility Shut-Offs

Mr. Dzik said this is a continued conversation. From the update from Lisa and Kristi, it sounds like there is a process in place for how we do shut-offs. You get billed around the first of the month, payments are due around the 15th, anybody who hasn't paid gets a shut-off notice the following week. If it is still not paid its the...

Ms. Goldner said the first Tuesday after the first Friday of the month.

Mr. Dzik said part of the discussion we had was is there value in giving it another billing cycle for payment. The second question is kind of the ripple effect that has on the water office operations. The water office kind of has things on a recurring schedule; bills go out the last week of the month, they take payments for the first two weeks of the month, they send out a shut-off notice the third week of the month, and then start all over again with billing. Do we want to consider any changes to that process?

Mr. Ball said we started a conversation a few years ago about partnering with the different service agencies like Interchurch and Salvation Army because some people get assistance. When we changed from quarterly billing to monthly billing, they could only apply for that assistance so many times per year depending on their situation. Mr. Ball asked Ms. Goldner is she feels the agencies are still able to serve the customers.

Ms. Goldner said they have. She is pretty sure because of Covid and extra funds, the agencies have been helping more the last year or so. The Salvation Army does not do it anymore to her knowledge so it's Kno-Ho-Co, Interchurch, the Veteran's Agency, and BHP. Those are the only ones we see, some of the churches will on a case-by-case but they usually come down and actually pay it.

Mr. Ball said in some ways we have customers who, if we gave them an extra month, they would just rack up an extra month's bill. The only way they pay is to have their water shut off. You have people that have their water shut off every single month and they won't pay until it's shut off. Mr. Ball said he doesn't know if we need to give those folks extra grace.

Ms. Woods asked to go through the billing timeline again. So if the bills are sent out the last week of the month, they are due the 15th. So then, the late notice is sent out when?

Ms. Goldner said around the 21st, however that fits into our week.

Ms. Woods said she would use December as an example. So bill went out the last week of December, it's due January 15th. It's not paid, you send a late notice out on the 21st-ish. When is shut-off?

Ms. Goldner said it would be the first Tuesday after the first Friday of the next month.

Ms. Woods said she would play devil's advocate here simply because of the delivery of the mail. Ms. Woods said she was approached by, names would be left out to protect the innocent, a council member and their water was shut off. They never received anything. They did after the shut-off. We are running into mail delivery issues. That is her concern. As much as we can push anyone to get on automatic payment or electronic billing, that helps but will never be 100%. She thinks delivery is becoming an issue.

Ms. Curtis said she was going to speak on that as well. She is in accounts payable for Kenyon College and they got threatened to get shut off. We are Kenyon College, we have several accounts every month. The mail is not coming so that is a big concern.

Ms. Goldner said she agrees, they are hearing that in the office. You know, people just getting a shut-off notice yesterday when they were sent out how long ago?

Mr. Ball said he thinks the question is, when they got the bill, were you seeing delays in when they mailed the bill to when you get the money?

Ms. Goldner said they have seen some of that this month.

Mr. Dzik said in some ways he hesitates to want to change the process because of the ripple effects in the office operations. Since we are so close, maybe two months away from a billing system change where people can now put their phone number in for text messages, put their email in for email information. That's not going to capture everybody but he would like to see if that works before we upend everything over there. Mr. Dzik said he's sure we can find a way to change the process of when things go out.

Ms. Woods asked if Rick was still thinking that was going to happen around March.

Mr. Dzik said he is pretty optimistic about that. We have been having weekly project calls. Civica is the main vendor, they've always been the one kind of driving the timeline, they actually got Invoice Cloud the tokens they need for payment processing in late December which bodes well. The billing office is doing another round of training Thursday and Friday. They will be closed while they do that.

Ms. Woods said she thinks there needs to be a massive educational program or advertising program to people of, here are the six options to get your bill and pay your bill. Really encourage people, the mail delivery is probably not going to get a whole lot better.

Mr. Ball said we did that last year. We started printing a lot of informational, because of the newspaper failure, Council asked the Mayor to ask us to do a monthly back of bill publication. We did a lot of stormwater education, we included the autopay forms, we did a nice write-up on all the ways to pay your bill. You've got the drop box, we had all of the Covid alternatives for billpay. We can republish that.

Ms. Goldner said we can and we've created a few flyers in Invoice Cloud for marketing so we are ready to stick that on the back of the next thing we send out.

Mr. Ball said in the new system, you can attach some of that to email because some people will go to email only. Hopefully we can attach some of that educational material to the emails. We risk being called spam if we go too far. You are probably not going to be able to send stuff like that through the text message but those educational materials could potentially be added to our bill.

Ms. Goldner said it does have something called outbound campaign on the Invoice Cloud site that mentions mass email for marketing. She said she hasn't explored it much but is that something we can do with it?

Mr. Dzik said part of the problem becomes the recipient list and they're probably used to an office that has pretty much gathered email addresses pretty heavily and we don't have a big bank of customer emails at this point. He doesn't think we shouldn't do it but it probably won't get the reach that it might other places.

Mr. Burley said it's not going to bring new reach because the reason we have their email is because they have accounts already and they're already pretty far down that road.

Mr. Dzik said one thing he will say in this meeting and we can all remind people is anybody can sign up for email billing and it may not be right for everybody but they can also sign up for auto withdrawal on the 15th of the month so that could prevent those things. The advantage of the new software is our current online billing is, let's be honest, it's a pain. You have to enter your credit card information in every month, it's not very user friendly. And it's not even a robust system where you have to put in your email to create an account. The ability for customers who are used to online bill payment; being able to go in there, manage it, they'll put there emails in so we'll get everybody's emails. That will help things. Those are

a couple of things that people can sign up for that might be able to help prevent some of the problems.

Mr. Dzik said we send the bills by email but we don't send notices by email right?

Ms. Goldner said that is right. Currently, we can't.

Mr. Dzik said he will look into it when it gets up and running but we may be able to send all notices by email.

Mr. Ball asked Ms. Goldner what she thought was the number of frequent fliers, those that are consistently being shut off every month. How many is that?

Ms. Goldner said it is a majority, probably 100 out of 125.

Mr. Ball said he thinks the target might be that 25 people. We have folks that go to Florida and they forward their mail but the post office doesn't get around to it for a couple of weeks.

Ms. Goldner said she feels that as far as being the judge of who is on it all the time, she has that knowledge but it feels weird to say this is...

Ms. Woods said different rules for them.

Ms. Goldner said yes.

Mr. Ball said one of the goals is, the utility is not a social program so what we were trying to work on is making sure the social services are connecting to that hundred people and as the police department builds their social worker perhaps an interdepartmental collaboration could occur and if there is some overlap in some of the people who are getting services from the police department or this or... you know, trying to build this better community integration. You are seeing great movement with Arts Consortium. There are a lot of social services that not everybody knows who to call. They may be calling Salvation Army and they may not do that anymore. Mr. Ball said he has referred people to Salvation Army because he didn't know they stopped doing that. Getting that clear, concise message and perhaps adding a flyer with those notices for six months or something so that the people that need help are actually getting it from the right entity. There is a multi-pronged approach.

Ms. Woods said at the last meeting there was discussion of our responsibility to the landlords and she thinks they are a customer just like every other customer. Our responsibility shouldn't be any more special rules for them an more than the frequent flier. The more ways we can have for people to get notices an make a payment and it sounds like the new billing system might solve the majority of that.

Mr. Dzik said we will postpone this discussion and come back in a couple of months once the software is up and running and see if we need to make any adjustments.

Reservoir Update

Mr. Ball said the majority of the construction involving water valves and inside the tank is completed. They turned the tank and valving back over to the utility. So it's a two million gallon reservoir, there's a million on each side. There's a set of valves we can operate separately, those had all failed. The backflow, the housing, except for the drain, we were actually able to open the valve to drain it, other than that it was completely failed. The EPA sent us a letter requiring rehabilitation or some action. We have not checked every box on that letter but we have checked a majority of the boxes. On the 21st of December, the east side was certified to have been properly chlorinated and free of bacteria and was turned back on. Mr. Ball said he met with Brian McKeever, who does our testing, yesterday. He said the initial chlorination had happened on the west side and they were filling it to the overflow to do the full chlorination. We should have that up and running very soon. But again, we'll have another round of bacteria tests and chlorine tests. That water has to all be drained out and filled with city water that does not have the extra chlorine added to it. It's called hyperchlorination. We put it at 50 ppm and then they fill it up and it chlorinates. Obviously we are in the tank working and the construction crew cleaned the tank but you're still in there with rubber boots walking around so then that has to be hyperchlorinated, all that water goes away and then city water goes in. So the screens, the hatches, the valving have all been replaced and those were the primary concerns. There are some cracks in the roof that need addressed but with this temperature and where we've ended up at is not something we can do now. We made the valve house to where it can be an exempt (inaudible). You guys can actually go in and exercise the valves safer but the doors for that are on massive backorder so that has a set of insulated tarps over it for now and once we have those parts that will get solved. We've made a lot of progress this year.

Mr. Dzik explained to Ms. Curtis that this is the reservoir that feeds the Village of Gambier.

Mr. Ball said we've coordinated very well with Gambier. Normally, Gambier only keeps the water tower about half full. So if they were going to do any fire testing, we required that they fill the water tower all the way overnight and then draw down because we were only able to operate one pump at a slow speed. We operated the pump very consistently at a slow speed because we didn't have the water to operate the larger pump so we couldn't do demand service. We had the fire department and all the different people that operate fire systems on notice. We had a couple of small breaks that caused us to have to shut the pump down but it was very successful. Kenny's team deserves a lot of credit, everybody at the water plant, the guys that worked 24 hours. We had a person operating the pump station, there was someone in there 24 hours a day the whole time this thing was off so it was all hands on deck for quite a long time even through Thanksgiving and the holidays. The guys pulled it off and we're pretty proud of them.

Mr. Burley asked if the roof was to be done in the spring.

Mr. Ball said he doesn't know yet. We've got a good crack map of the areas that need help. We'll plan on doing it this year but we'll just have to see how things go.

Gilchrist Estates Status

Mr. Ball said they are out there working. We've hired K.E. McCartney to do construction inspection. No one from engineering department has been out there since our kick-off meeting. They have turned in plans for the recently annexed approx. 12 acres. They've turned in public sewer plans for that. Rick coordinated with Cameron to do the technical review. There were two pages of comments, those have been sent back to the engineering firm and they are addressing those comments. We're getting regular stormwater reports from K.E. McCartney and they're reasonably in compliance. There have been a few comments of things they need to take care of but nothing egregious. They are eager to build houses.

Mr. Burley asked about the status of the stormwater maintenance plan for the retention facilities.

Mr. Ball said it can't be completely approved until we have the updated rules and regulations.

Mr. Burley asked if there was any update there.

Mr. Ball said our outside counsel has started from scratch and he's been working with them on it. (Inaudible).

Mr. Dzik said as Brian mentioned , we want to thank the county engineer for giving us assistance on this project.

Westgate Trailer Park

Mr. Dzik said before he kicks it to Brian, he wants to report that it's been a rough year in all of the departments so we made the decision not to apply for the EPA loan for this project this round. We'll apply for that next year.

Ms. Woods asks if that is 2023?

Mr. Dzik said we would apply in 2022.

Mr. Ball corrected that we are going to withdraw our application for the EPA loan. We have already made the application but we are going to withdraw it. We will re-evaluate if we have staffing in place, we will reapply when we know we can do the project after the staff has been hired. If that's 2022 or 2023, we will re-evaluate our workload at that time. So we are writing a letter to withdraw our application to the EPA.

Mr. Dzik said he doesn't think the property owner is ready to start paying on this anyway, right? He's got a couple more years.

Mr. Ball said somewhat related to this, the property owner has an assessment for the Clinton Sewer District and Mr. Scott, our auditor, has been working with the township trustees to get a handle on where those assessments pay off. Last June, the Clinton Sewer & Water District which is separate from the township trustees, sent us an order to raise their fee by $5 so

additionally that's a significant burden on the folks in this park because they're annexed into the city but they still have to pay the assessment. We did not know that was coming. Rick got an email and we had no idea. Mr. Scott has been working with the township trustees to better understand their debt and their payoff schedule to try to see if they are going to raise their rates again because they've miscalculated something or are they going to be able to lower their rates. That was quite a surprise to everybody because that affects the ability to pay back a new water system for this park.

Ms. Woods said it sounds like had we gotten the loan, they may not have been able to pay it back.

Mr. Ball said it would have been difficult. Part of what we were going off of is the idea that some of the Clinton loans would pay off and then there would be a slight reduction. Our goal for Westgate was, we would freeze their rates because right now their average bill is over $70 per month because they are buying water in bulk from us but then they have to operate as a water system. They have EPA testing, they have their own billing office, they have their own maintenance staff and they have to pay Clinton Sewer fee on their bill and then they have a Clinton fee on their real estate taxes. When you put all of those together, there really isn't any room for them to pay for a new water system and we don't have the staff to do the project either.

Mr. Burley said his concern is we are coming up on two years without an agreement for the engineering and that continues to languish.

Mr. Ball said we do have an account set up and there are payments being made for the engineering. There is no sign of duty. But, again, the staff that was working on it has left so those people don't work here anymore and they haven't been replaced.

Mr. Dzik asked if there were any other questions on the trailer park.

Mr. Burley said it seems like we should still have an agreement. If they are paying, we need to get an agreement in place.

Mr. Ball said he agrees. We did send a draft agreement to the owner of the trailer park which was rejected. The next step would be to sort of have a negotiation session but that is not on the calendar. So we offered an agreement but he did not accept the agreement but he is paying. So in good faith, he is making payments. It's a little bit awkward for the billing office because they don't really have a procedure. It's just what it is.

Mr. Dzik said we will keep working on it.

OTHER

Budget Meeting

Mr. Burley said January 22nd is the budget meeting. Is that where capital projects get approved? He doesn't know what the status of capital projects are at this point.

Mr. Dzik said the first week of December, we met with all of the departments for their budgets and their capital budgets. We got a list together but it's not here today. Mr. Dzik asked what some of the major wastewater/water projects are for next year.

Mr. Ball said House Bill 168 was the state distribution of their collected federal stimulus money, some was going to each county. We made an ask of $5,296,500 totaling $13,207,628 of projects, total all in. We received, after three rounds, zero dollars. They promised one project for each county. Our understanding is that Danville received the one project in Knox County. So we got zero dollars out of that. The budget was largely built with that. The first priority would be ongoing projects so you know, in our license to discharge wastewater we have an order to stop the overflows at the Clinton pump station. We have a five year performance period starting September 1, 2019. We have a five phase project, maybe six, depending on how we count it, how the funding goes for this Clintonville area. Phases one and two are under contract but we were unable to start those projects last year. So we would be funding the sanitary, storm and water work for the future phases. Basically all the utilities that we know are in failure in this area so it will be a complete replacement of all utilities. We've been getting a lot of requests. We have this Parrott Street sanitary extension, it has been on the books since 2017 when we started design. This is a commercial extension of sanitary sewer, where Connelly's used to be and there's a fitness center, what used to be the Pepsi Bottling Company, that area. The only thing that has sanitary sewer service is Blubaugh's and Brenneman Lumber. None of their septic systems meet any standards and it's difficult for the owners to get new businesses because they can't get permission from the health department. So we designed, they actually petitioned the Commission, there was a signed petition by the group of property owners several years ago, they came and spoke to Council. So we have that designed, we have the permit, we've tried to get JobsOhio funding, we've tried to get this funding from the House Bill so we've done multiple applications none of which have been accepted. So we are finally going to put that project in for construction. That's something that could potentially be phased depending on our coordination with the health department. We wouldn't have to build the whole thing depending on the conditions. In the original request, they were going to put a restaurant in one of those businesses and it was denied by the health department because it couldn't handle the treatment of their sewage on-site.

Ms. Woods asked what the estimated total cost is of this project.

Mr. Ball said we are between $500,000 and $700,000 but we can't get material costs for more than a few days so it could vary quite a bit depending on how material prices change. The upper end would be about $700,000. But if we phase it, if the health department says you need to get to this spot, you don't have to go all the way right now, we could break that into two phases so we're not taking money away from our Clintonville project that's EPA mandated.

Ms. Woods asked the cost on that one.

Mr. Ball said basically for wastewater, the most we can squeeze out is about (inaudible) dollars so whatever we do, that's about all we can that account can spend for those two projects so wherever we are in the phasing, we're not going to be able to go past what's budgeted. If we put Parrott Street into two or three phases, one phase may change our phasing as we go into three, four, or five in how it works.

Water Plant

Mr. Burley asked about the water plant.

Mr. Ball said we got a report on the condition of the clarifiers. They've completed their emergency repairs for the one gear box. At this point we won't be ready for any construction but we are going to do some sonic/x-ray shots of the hollow parts of the clarifiers. We are going to start preliminary design of a new lime system and then rehabilitation of the concrete and coatings, concrete and steel, to get those clarifiers ready for the next twenty years. The whole plant was put in around 2000. Fortunately, it's paid off but there has been very little reinvestment in the plant. The EPA has written us a list of the "hey you should start thinking about this". The next one will be "hey you shall take action". We know it's on the list so before we get the mandate letter we would like to get at least some of the engineering done and start looking at alternatives of how we fix it. So that's where we would be headed with the engineering money. We might be able to get a small amount of construction done but at this point Mr. Ball doubts it.

Water System

Mr. Ball said Mansfield Avenue, as we go north to the Fairgrounds, that is a very poor water line. We need to run that water line first before we do Clinton Road, Grange, Pearl, Fearn because we need a good pipe to hook to. That project is about $500,000 plus or minus but material prices change every day. So all in we could spend probably close to a million dollars on the water in that area. We have a pretty strong interest from Clinton Township in partnering, they have some utility funds that they are ARPA funds on deposit so they are very interested in completing the water system in the Buckeye Edition, they are very interested in Crystal Avenue, they are somewhat interested in Pittsburgh Avenue. Mr. Ball said he has allocated some of the money to a Clinton Township project, we just haven't finished all of the coordination to identify their number one priority and it's very important to have them help us select their priority. Emily and Terry have spent a lot of time with them, helping them pull down their federal funds and secure those but the discussion on what project they want to prioritize. If they want to prioritize Crystal Avenue, the problem is we have not done any design work. We've put that in on the list of things to be designed, it wouldn't make construction. We would have the option to do part or all of Buckeye Edition depending on how the partnership goes, we may be able to do another section of Pittsburgh Avenue so those things will be included in the budget package but some time in 2022 we need to make some choices on which ones we prioritize. Mr. Ball said he would present something that is above what we can afford.

Mr. Dzik said it bears mentioning that the Clinton Water and Sewer Board is on-boarding some new board members so it might take a little bit of time to coordinate with them.

Mr. Ball agreed that they need to be involved too. Peoples' terms have expired and we have not met with the new group of people yet. We do want to have someone there to help them maximize their federal stimulus money.

Wastewater Plant

Mr. Ball said he, Kenny, and Jason had a meeting yesterday. We have a looming deadline coming up on the wastewater phosphorous treatment. We do not expect to make that deadline. Kenny is going to start begging forgiveness from the EPA because we have not been able to allocate staff to work on the project and if we hire a consultant, we also have to work with the consultant. We are going to start begging forgiveness because we do not see any possibility of making our next deadline.

Mr. Burley asked if there was any idea how that affects costs.

Mr. Ball said it probably doesn't affect cost at all. We are supposed to have design completed 30 months after the September, 2019 which is March or April. The design is not currently under contract so it isn't possible to meet that deadline.

Mr. Burley said so we don't know that completion can't be achieved but...

Mr. Ball said right, we will potentially meet the construction deadline. The biggest thing that affects cost is that materials have gone up 20-30% so if you take 30% of a 7 or 8 million dollar project, that's quite a bit of money. We will likely see a substantial increase in the cost of the project. The only hope is that our design team is very creative and is able to tighten that down to a better number when we get there but he doesn't see us completing the project for less than ten million dollars. We did ask for funding through the House Bill but we do have one other application outstanding for a million dollars for construction so we haven't received a note on that yet. As we learn more about these different stimulus packages, we will definitely be, if we have the staff, we will make those applications and try to fund these out of grant money.

Mr. Dzik mentioned to Ms. Curtis if she ever had time and wanted to do any tours, he would introduce her to Kenny. He said they've all done it and it's kind of interesting except for the smell at the Wastewater Plant

ADJOURN

- Adjourn Motion

Richard Dzik made a motion to adjourn the meeting. Brian Ball seconded and the meeting was adjourned at 9:17 a.m.

RESULT:	**APPROVED [UNANIMOUS]**
MOVER:	Richard Dzik, Safety Service Director
SECONDER:	Brian Ball, City Engineer
AYES:	Ball, Dzik, Burley
ABSENT:	Griffith

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Rick Dzik, Chairman

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Kristen Goldner, Recording Secretary

ADJUSTMENTS
OCTOBER 2021

Account #	M-Adjust #	Amount	Name	Address	Leak Credit Y or N	Reason	Date of Credit
	M075831 thru M075872	$ 5,160.00		Non-payment fees for October shut-offs	N	October 2021 non-payment fees-129 shut-offs	10/06/21
24*97*3	M075970	$ (86.72)	Michael Cochran	905 W. Gambier St.	N	Pool Credit-Wastewater back to average	10/08/21
22*57*12	M075973	$ (54.60)	Nathan Bailey	107 Franklin St.	N	Pool Credit-Wastewater back to average	10/10/21
50*12*3, 50*13*3, 50*19*3	M075976 thru M075978	$ (138.96)	Cooper Park		N	Double-billed accounts-taking off current bill as account should never have been active	10/11/21
	M075988 thru M075985	$12,113.54	Bulk Sale of Water		N	September bulk water sales & discharge	10/13/21
08*348*1	M076007	$ (61.90)	United Entertainment	11535 Upper Gilchrist	N	One time waiver of late fees-Customer mailed payment well ahead of time	10/21/21
50*12*3, 50*13*3, 50*19*3	M076016 thru M076018	$ (1,776.35)	Cooper Park		N	Double-billed accounts-credit for amounts paid by Cooper Park since October 2020	10/28/21

Any Adjustment over $500 goes to Water/Wastewater Commission

Communication: October Adjustment Journal (Adjustment Journal)

ADJUSTMENTS
2021

Account #	M-Adjust #	Amount	Name	Address	Leak Credit Y or N	Reason	Date of Credit
25*37*7	M076020	$ (141.00)	Jessica Mather	209 S. Harrison St.	N	Pool Credit-Wastewater only	11/01/21
16*201*8	M076031	$ (67.68)	Trina Davis	6 Emmett Dr.	N	Pool Credit-Wastewater only	11/02/21
	M076039 thru M076040	$ 11,562.25		Sale of Water	N	Bulk sale of water/Wastewater discharge	11/04/21
05*44*2	M076041	$ (56.40)	Pam Hess	14 Kester Dr.	N	Pool Credit-Wastewater only	11/08/21
	M076089 thru M076121	$ 5,120.00		Shut-offs	N	Non-payment fees for November shut-offs: 128 shut-offs	11/09/21
	M076175 thru M076179	$ 375.00		Vacancy rate	N	Vacancy rate fees added to pull meters-5 accounts	11/16/21
14*46*2	M076180	$ (124.08)	Dawn Kramer	600 N. Clinton St.	N	Pool Credit-Wastewater only	11/17/21
	M076193 thru M076194	$(17,027.24)	Cooper Progress Park	6 CompD/RR-N Sand.	Y	Leak Credit-Wastewater back to minimum-not going into drain	11/23/21
03*220*13	M076192	$ 75.00	John Legros	17618 Gambier Rd.	N	Vacancy rate fees added to pull meter-1 account	11/23/21

Any Adjustment over $500 goes to Water/Wastewater Commission

Communication: November Adjustment Journal (Adjustment Journal)

ADJUSTMENTS
DECEMBER 2021

Account #	M-Adjust #	Amount	Name	Address	Leak Credit Y or N	Reason	Date of Credit
18*181*8	M076204	$ (252.48)	Thomas Glenn	1000 W. Chestnut St. Apt. A	Y	Broken bottom plate. Credit on water and wastewater back to minimum.	12/07/21
	M076205 thru M076226	$ 4,840.00		Non-payment fees for December shut-offs	N	December 2021 non-payment fees. 121 shut-offs.	12/08/21
	M076328 thru M076331	$11,566.18		Bulk water/Discharge	N	November 2021 Bulk water sales/Discharge fees	12/08/21
04*85*4	M076348	$ (40.10)	Laura Wright	651 Howard St.	Y	Service line leak. Half of water and all of wastewater back to average.	12/17/21
19*67*32	M076365	$ (135.20)	Steve Gilardi	512 W. Sugar St.	Y	Blown gasket repaired in November. Gave water and wastewater credit for 4 months back to average.	12/29/21

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Communication: December Adjustment Journal (Adjustment Journal)