AGENDA ITEM # K-4

City of TIFFIN

AGENDA INFORMATION
TIFFIN CITY COUNCIL COMMUNICATION

DATE:	October 17, 2025
AGENDA ITEM:	One-Time Water & Sewer Adjustment – 609 Doe Avenue
ACTION:	Approval

Purpose:

To consider a one-time water and sewer utility bill adjustment for Kathryn Starr, resident of 609 Doe Avenue, in accordance with City Ordinance No. 2017-398 and 2017-399.

Background:

Ms. Starr applied on October 10, 2025, requesting a one-time adjustment due to a malfunction in their water heater.

Per Ordinance Nos. 2017-398 and 2017-399, the City Council may approve a one-time adjustment to both water and sewer bills, capped at $250 each, based on the average of the previous twelve billing cycles.

Billing Analysis:

- **Water Average:** $35.30
- **Sewer Average:** $43.94
- **October 2025 Bill:**
  - Water: $208.60 → Refund: $173.30
  - Sewer: $179.43 → Refund: $135.49
- **September 2025 Bill:**
  - Water: $97.40 → Refund: $62.10
  - Sewer: $87.57 → Refund: $43.63
- **Total Adjustment Requested:**
  - Water: $235.40
  - Sewer: $179.12
  - **Grand Total:** $414.52 (within $500 combined cap)

Recommendation:

Staff recommends approval of the one-time water and sewer adjustment for Chelsea Gregory in

ATTACHMENTS: Application Request, Ordinance 2017-398 and 2017-399

City of TIFFIN

Application for One-Time Water and Sewer Adjustment

Name: __Kathryn Starr____________________ Date: _10/10/2025_____________

Service Address: ___609 Doe Ave Tiffin, IA 52340____

Phone Number: _319-210-4167____________________________________

Resident Account Number: _01-09980002-01_____________

Reason for application: _Water heater malfunction / needed replacing. When emptying the tank for the replacement the bottom spout was open to empty the contents, but the top spout was errantly left open for ~24-48 hours and continually and simultaneously filled and emptied the tank leading to significant increase in water usage for the month of August 2025 _______

CITY OF TIFFIN ORDINANCE NO. 2017-398
AN ORDINANCE AMENDING THE MUNICIPAL CODE OF TIFFIN, IOWA, CHAPTER 92, BY ADDING SECTION 92.10 – WATER ADJUSTMENT

92.10 WATER ADJUSTMENT. Upon application to and at the discretion of the Tiffin City Council, each customer or address within the Corporate Limits of the City of Tiffin may be allowed a one-time adjustment on the water bill at that address or meter with an adjustment cap of $250.00. A twelve-month average billing amount will be established from the twelve immediate previous billing cycles. The customer will pay no less than the average of those previous twelve months. Tax will be paid on the original full billing amount, regardless of the amount of adjustment. If an adjustment is made to the customer's water bill under this ordinance then the one-time sewer adjustment must also be used at the same time.

CITY OF TIFFIN ORDINANCE NO. 2017-399
AN ORDINANCE AMENDING THE MUNICIPAL CODE OF TIFFIN, IOWA, SECTION 99.10(1) OF CHAPTER 99, PAYMENT OF BILLS – SEWER ADJUSTMENT

99.10(1) SEWER ADJUSTMENT. Upon application to and at the discretion of the Tiffin City Council, each customer or address within the Corporate Limits of the City of Tiffin may be allowed a one-time adjustment on the sewer bill at that address or meter with an adjustment cap of $250.00. A twelve-month average billing amount will be established from the twelve immediate previous billing cycles. The customer will pay no less than the average of those previous twelve months. Tax will be paid on the original full billing amount, regardless of the amount of adjustment. If an adjustment is made to the customer's sewer bill under this ordinance then the one-time water adjustment must also be used at the same time.

Signature Kathryn Starr________________________ Date: __10/10/2025_

***You will be required to pay the average amount of your previous twelve utility bills at the time of application and pending City Council approval, any further adjustments will be made on the following utility bill.

Kathryn & Timothy Starr
609 Doe Ave.
01-09980002-01

	WATER	Water Average	W Refund	SEWER	Sewer Average	S Refund
10/1/2025	$ 208.60	$ 35.30	**$ 173.30**	$ 179.43	$ 43.94	**$ 135.49**
9/1/2025	$ 97.40	$ 35.30	**$ 62.10**	$ 87.57	$ 43.94	**$ 43.63**
8/1/2025	$ 30.49			$ 39.78		
7/1/2025	$ 32.91			$ 41.87		
6/1/2025	$ 30.71			$ 39.97		
5/1/2025	$ 31.53			$ 40.69		
4/1/2025	$ 25.37			$ 35.37		
3/1/2025	$ 28.84			$ 38.36		
2/1/2025	$ 58.26			$ 63.77		
1/1/2025	$ 30.60			$ 39.88		
12/1/2024	$ 40.22			$ 48.19		
11/1/2024	$ 30.98			$ 40.21		
10/1/2024	$ 40.17			$ 48.14		
9/1/2024	$ 43.47			$ 50.99		
	$ 423.55	Total 12 mo.		$ 527.22	Total 12 mo.	
	$ 35.30	Average		$ 43.94	Average	

Water Refund	**$ 235.40**	MAX $250
Sewer Refund	**$ 179.12**	MAX $250
FORGIVENESS GRAND TOTAL:	**$ 414.52**	MAX $500

P.O. BOX 259
TIFFIN, IA 52340
(319) 545-2572

Account Number	AMOUNT DUE
01-09980002-01	**$212.81**
Due Date	**After Due Date Pay**
9/20/2025	PAID BY DRAFT
Account Name	
TIMOTHY STARR	
Service Address	
609 DOE AVE	
Amount Enclosed	

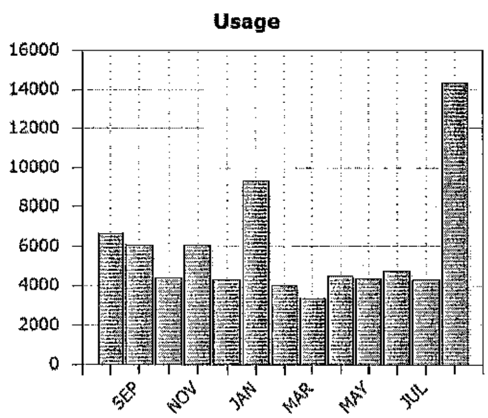
TIMOTHY STARR
609 DOE AVE
TIFFIN, IA 52340

There will be a charge on all returned checks.
Please return this portion with your payment.
When paying in person, please bring both portions of this bill.

CUSTOMER ACCOUNT INFORMATION - RETAIN FOR YOUR RECORDS

Name	Service Address	Account Number
TIMOTHY STARR	609 DOE AVE	01-09980002-01

Status	Service Dates From	Service Dates To	# Days	Bill Date	Penalty Date	Due Date
Active	7/15/2025	8/14/2025	30	8/29/2025	9/21/2025	9/20/2025



CURRENT READING	PREVIOUS READING	USAGE
7,234	5,801	14,330

PREVIOUS BALANCE	$94.10
PAYMENTS	$94.10-
ADJUSTMENTS	$0.00
PENALTIES	$0.00
PAST DUE AMOUNT	**$0.00**
WA RES MAIN BASE	15.00
WA RES MAIN CONS	82.40
SW RES MAIN BASE	19.50
SW RES MAIN CONS	68.07
GARBAGE	13.50
STORM WATER	3.00
RECYCLING	5.50
Tax	$5.84
CURRENT BILL	**$212.81**
AMOUNT DUE	**$212.81**

PAID BY DRAFT

To make a utility payment online, you can visit
https://tiffinia.municipalonlinepayments.com/tiffinia

TIFFIN

P.O. BOX 259
TIFFIN, IA 52340
(319) 545-2572

Account Number	AMOUNT DUE
01-09980002-01	$422.55
Due Date	**After Due Date Pay**
10/20/2025	PAID BY DRAFT
Account Name	
TIMOTHY STARR	
Service Address	
609 DOE AVE	
Amount Enclosed	

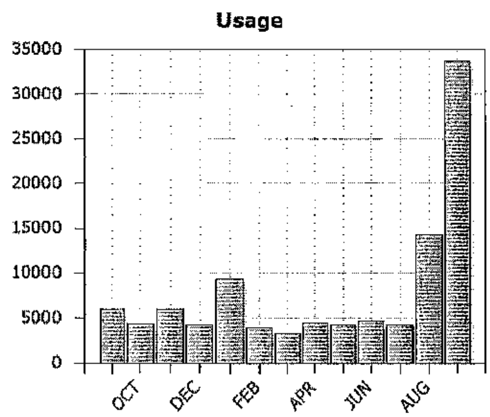
TIMOTHY STARR
609 DOE AVE
TIFFIN, IA 52340

There will be a charge on all returned checks.
Please return this portion with your payment.
When paying in person, please bring both portions of this bill.

CUSTOMER ACCOUNT INFORMATION - RETAIN FOR YOUR RECORDS

Name	Service Address	Account Number
TIMOTHY STARR	609 DOE AVE	01-09980002-01

Status	Service Dates From	Service Dates To	# Days	Bill Date	Penalty Date	Due Date
Active	8/14/2025	9/15/2025	32	9/30/2025	10/21/2025	10/20/2025



CURRENT READING	PREVIOUS READING	USAGE
10,601	7,234	33,670

PREVIOUS BALANCE	$212.81
PAYMENTS	$212.81-
ADJUSTMENTS	$0.00
PENALTIES	$0.00
PAST DUE AMOUNT	**$0.00**
WA RES MAIN BASE	15.00
WA RES MAIN CONS	193.60
SW RES MAIN BASE	19.50
SW RES MAIN CONS	159.93
GARBAGE	13.50
STORM WATER	3.00
RECYCLING	5.50
Tax	$12.52
CURRENT BILL	**$422.55**
AMOUNT DUE	**$422.55**

PAID BY DRAFT

To make a utility payment online, you can visit
https://tiffinia.municipalonlinepayments.com/tiffinia

harmony® encore™

	Consumption Date	Read (Gallons)	Consumption (Gallons)	Last Read Time	Read Method	Meter Status
	09/07/2025	104870	380	09/07/2025 11:00 PM	Fixed Network	-
	09/06/2025	104490	170	09/06/2025 11:00 PM	Fixed Network	-
	09/05/2025	104320	120	09/05/2025 11:00 PM	Fixed Network	-
	09/04/2025	104200	190	09/04/2025 11:00 PM	Fixed Network	-
	09/03/2025	104010	150	09/03/2025 11:00 PM	Fixed Network	-
	09/02/2025	103860	150	09/02/2025 11:00 PM	Fixed Network	-
	09/01/2025	103710	140	09/01/2025 11:00 PM	Fixed Network	-
	08/31/2025	103570	130	08/31/2025 11:00 PM	Fixed Network	-
	08/30/2025	103440	320	08/30/2025 11:00 PM	Fixed Network	-
	08/29/2025	103120	60	08/29/2025 11:00 PM	Fixed Network	-
	08/28/2025	103060	90	08/28/2025 11:00 PM	Fixed Network	-
	08/27/2025	102970	220	08/27/2025 11:00 PM	Fixed Network	-
	08/26/2025	102750	210	08/26/2025 11:00 PM	Fixed Network	-
	08/25/2025	102540	130	08/25/2025 11:00 PM	Fixed Network	-
	08/24/2025	102410	120	08/24/2025 11:00 PM	Fixed Network	-
	08/23/2025	102290	130	08/23/2025 11:00 PM	Fixed Network	-
	08/22/2025	102160	180	08/22/2025 11:00 PM	Fixed Network	-
	08/21/2025	101980	140	08/21/2025 11:00 PM	Fixed Network	-
	08/20/2025	101840	70	08/20/2025 11:00 PM	Fixed Network	-
	08/19/2025	101770	10	08/19/2025 11:00 PM	Fixed Network	-
	08/18/2025	101760	60	08/18/2025 11:00 PM	Fixed Network	-
Oct Bill	08/17/2025	101700	29360	08/17/2025 11:00 PM	Fixed Network	-
	08/14/2025	72340	820	08/14/2025 12:01 AM	Fixed Network	-
Sept Bill	08/13/2025	71520	9700	08/13/2025 11:01 PM	Fixed Network	-
	08/12/2025	61820	80	08/12/2025 11:01 PM	Fixed Network	-
	08/11/2025	61740	110	08/11/2025 11:01 PM	Fixed Network	-
	08/10/2025	61630	280	08/10/2025 11:01 PM	Fixed Network	-

Total consumption for report period: 45120 (Gallons)

MASTER METER

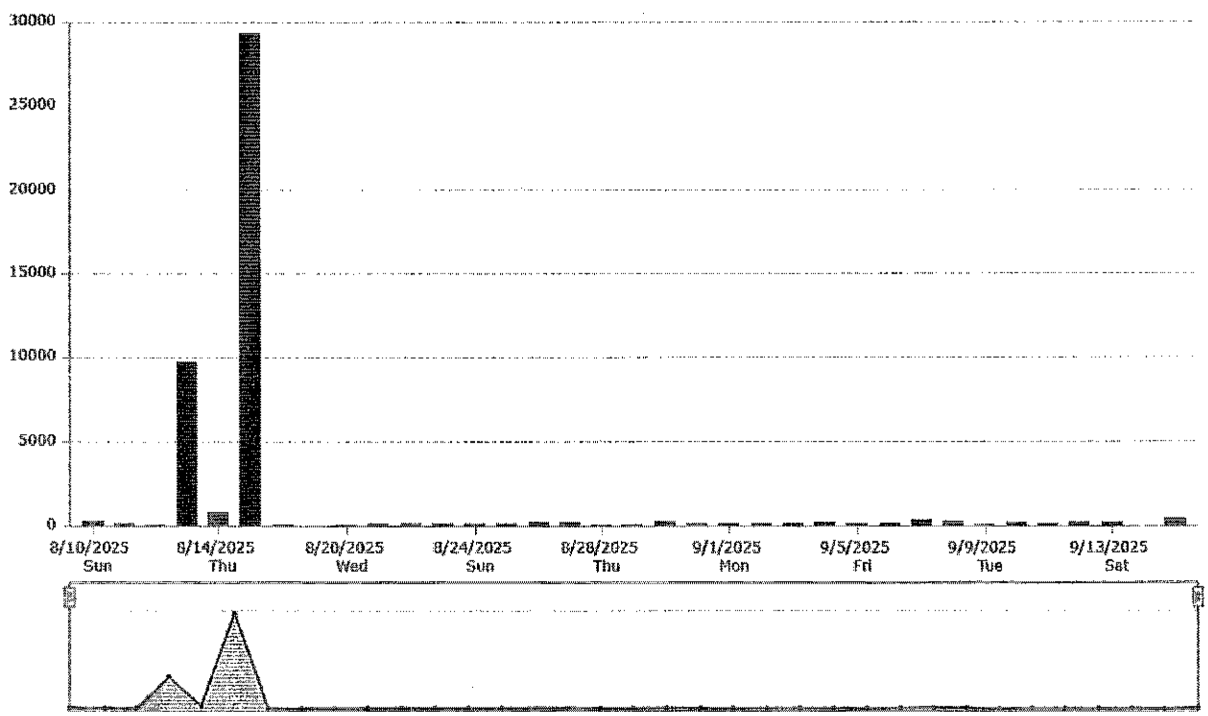
harmony encore

ACCOUNT DETAILS

CUSTOMER ACCT. NO.	01-09980002-01	ELECTRONIC ID	1633085
SERVICE ADDRESS	609 DOE AVE	METER SN	01633085
ROUTE NUMBER	1	SERVICE START DATE	N/A
EMAIL	N/A	LAST READ DATE	10/10/2025 12:00 AM
PHONE	N/A	LAST READ (Gallons)	109200
		METER STATUS	-

08/10/2025 - 09/15/2025 Read Frequency Daily

Legend: Alert



Total consumption for report period: 45120 (Gallons)

Legend: Change Out

Consumption Date	Read (Gallons)	Consumption (Gallons)	Last Read Time	Read Method	Meter Status
09/15/2025	106470	460	09/15/2025 11:00 PM	Fixed Network	-
09/14/2025	106010	0	09/14/2025 11:00 PM	Fixed Network	-
09/13/2025	106010	230	09/13/2025 11:00 PM	Fixed Network	-
09/12/2025	105780	210	09/12/2025 11:00 PM	Fixed Network	-
09/11/2025	105570	150	09/11/2025 11:00 PM	Fixed Network	-
09/10/2025	105420	210	09/10/2025 11:00 PM	Fixed Network	-
09/09/2025	105210	40	09/09/2025 11:00 PM	Fixed Network	-
09/08/2025	105170	300	09/08/2025 11:00 PM	Fixed Network	-