



**AGENDA INFORMATION
TIFFIN CITY COUNCIL COMMUNICATION**

DATE: August 14, 2025

AGENDA ITEM: One-Time Water & Sewer Adjustment – 321 Bainberry Street

ACTION: Approval

Purpose:

To consider a one-time water and sewer utility bill adjustment for Chelsea Gregory, resident of 321 Bainberry Street, in accordance with City Ordinance No. 2017-398 and 2017-399.

Background:

Ms. Gregory applied on August 8, 2025, requesting a one-time adjustment due to a continuously running upstairs toilet that went unnoticed by her children. She noted financial hardship as a single parent and is actively saving to relocate due to ongoing issues with her property manager.

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 (9 months):** \$46.93
- **Sewer Average (9 months):** \$51.69
- **July 2025 Bill:**
 - Water: \$71.85 → Refund: \$24.92
 - Sewer: \$71.99 → Refund: \$20.30
- **June 2025 Bill:**
 - Water: \$185.47 → Refund: \$138.54
 - Sewer: \$164.57 → Refund: \$112.88
- **Total Adjustment Requested:**
 - Water: \$163.46
 - Sewer: \$133.18
 - **Grand Total:** \$296.64 (within \$500 combined cap)

Recommendation:

Staff recommends approval of the one-time water and sewer adjustment for Chelsea Gregory in the total amount of **\$296.64**, consistent with city ordinance and precedent.

ATTACHMENTS: Application Request, Ord 2017-398 & Ord 2017-399



Application for One-Time Water and Sewer Adjustment

Name: Chelsea Gregory Date: 08-08-2025

Service Address: 321 Bainberry st

Phone Number: (309) 944-7186

Resident Account Number: 01-06007000-07

Reason for application: The upstairs toilet was running for ever and the kids didn't tell me I been trying to save

Money up to move out because I have been having issues with the property manager. Being a single mom I can

Not afford to pay this and move into a new place.

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 Chelsea Gregory Date: 08-08-2025

***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.

Chelsea Gregory
 321 Bainberry St
 01-06007000-07

	<u>WATER</u>	<u>Water Average</u>	<u>W Refund</u>	<u>SEWER</u>	<u>Sewer Average</u>	<u>S Refund</u>
7/29/2025	\$ 71.85	\$ 46.93	\$ 24.92	\$ 71.99	\$ 51.69	\$ 20.30
6/30/2025	\$ 185.47	\$ 46.93	\$ 138.54	\$ 164.57	\$ 51.69	\$ 112.88
5/29/2025	\$ 55.11			\$ 58.36		
4/29/2025	\$ 45.15			\$ 50.23		
3/28/2025	\$ 38.38			\$ 44.72		
2/28/2025	\$ 43.98			\$ 49.28		
1/31/2025	\$ 42.35			\$ 47.95		
12/27/2024	\$ 43.86			\$ 49.19		
11/27/2024	\$ 44.10			\$ 49.38		
10/31/2024	\$ 44.62			\$ 49.81		
9/30/2024	\$ 64.85			\$ 66.29		
	\$ 422.40	Total 9 mo.		\$ 465.21	Total 9 mo.	
	\$ 46.93	Average		\$ 51.69	Average	

Water Refund	\$ 163.46	MAX \$250
Sewer Refund	\$ 133.18	MAX \$250
FORGIVENESS GRAND TOTAL:	\$ 296.64	MAX \$500



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



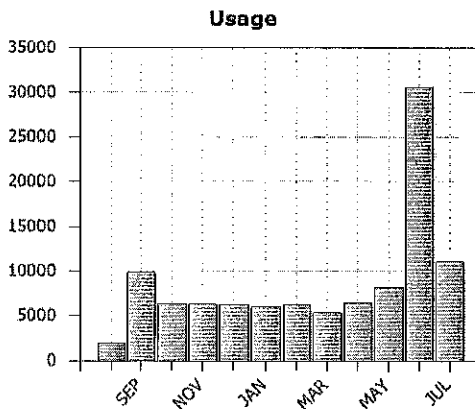
CHELSEA GREGORY
321 BAINBERRY St
Tiffin, IA 52340

Account Number	AMOUNT DUE
01-06007000-07	\$493.43
Due Date	After Due Date Pay
8/20/2025	\$511.36
Account Name	
CHELSEA GREGORY	
Service Address	
321 BAINBERRY St	
Amount Enclosed	

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	
CHELSEA GREGORY			321 BAINBERRY St		01-06007000-07	
Status	Service Dates			Bill Date	Penalty Date	Due Date
	From	To	# Days			
Active	6/15/2025	7/15/2025	30	7/29/2025	8/21/2025	8/20/2025



CURRENT READING	PREVIOUS READING	USAGE
13,299	12,194	11,050

PREVIOUS BALANCE	\$549.41
PAYMENTS	\$263.87-
ADJUSTMENTS	\$0.00
PENALTIES	\$28.55
PAST DUE AMOUNT	\$314.09

WA RES MAIN BASE	7.00
WA RES MAIN CONS	60.78
SW RES MAIN BASE	19.50
SW RES MAIN CONS	52.49
GARBAGE	13.50
GARBAGE	13.50
STORM WATER	3.00
RECYCLING	5.50
Tax	\$4.07

CURRENT BILL	\$179.34
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AMOUNT DUE	\$493.43
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AMOUNT DUE AFTER 08/20/2025	\$511.36
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To make a utility payment online, you can visit
<https://tiffinia.municipalonlinepayments.com/tiffinia>



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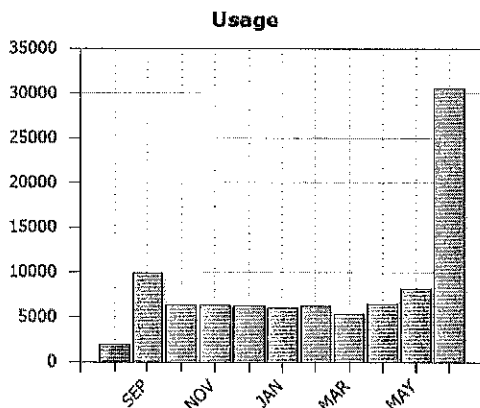
CHELSEA GREGORY
321 BAINBERRY St
Tiffin, IA 52340

Account Number	AMOUNT DUE
01-06007000-07	\$549.41
Due Date	After Due Date Pay
7/20/2025	\$587.96
Account Name	
CHELSEA GREGORY	
Service Address	
321 BAINBERRY St	
Amount Enclosed	

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
CHELSEA GREGORY				321 BAINBERRY St		01-06007000-07
Status	Service Dates			Bill Date	Penalty Date	Due Date
	From	To	# Days			
Active	5/15/2025	6/15/2025	31	6/30/2025	7/21/2025	7/20/2025



CURRENT READING	PREVIOUS READING	USAGE
12,194	9,140	30,540

PREVIOUS BALANCE	\$148.97
PAYMENTS	\$0.00
ADJUSTMENTS	\$0.00
PENALTIES	\$14.90
PAST DUE AMOUNT	\$163.87

WA RES MAIN BASE	7.00
WA RES MAIN CONS	167.97
SW RES MAIN BASE	19.50
SW RES MAIN CONS	145.07
GARBAGE	13.50
GARBAGE	13.50
STORM WATER	3.00
RECYCLING	5.50
Tax	\$10.50

CURRENT BILL	\$385.54
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AMOUNT DUE	\$549.41
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AMOUNT DUE AFTER 07/20/2025	\$587.96
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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

BE IT ENACTED by the City Council of the City of Tiffin, Iowa:

Section I. Purpose: The purpose of this ordinance is to amend Chapter 92 of the Municipal Code of Tiffin, Iowa, to add a water adjustment section.

Section II. Amendment. Section 92.10 of Chapter 92 is hereby added as follows:

CHAPTER 92 WATER RATES

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.

Section III. Repealer. All ordinances or parts of ordinances in conflict with the provisions of this Ordinance are hereby repealed.

Section IV. Severability Clause. If any section, provision or part of this ordinance shall be adjudged invalid or unconstitutional, such adjudication shall not affect the validity of the ordinance as a whole or any section, provision or part thereof not adjudged invalid or unconstitutional.

Section V. When Effective. This ordinance shall be in effect after its final passage, approval, and posting as provided by law.

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

BE IT ENACTED by the City Council of the City of Tiffin, Iowa:

Section I. Purpose: The purpose of this ordinance is to amend Section 99.10(1) of Chapter 99 of the Municipal Code of Tiffin, Iowa, to amend payment of bills exception section and change it to a sewer adjustment section.

Section II. Amendment. Section 99.10(1) of Chapter 99 is hereby amended as follows:

CHAPTER 99 SEWER USER CHARGE SYSTEM

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.

Section III. Repealer. All ordinances or parts of ordinances in conflict with the provisions of this Ordinance are hereby repealed.

Section IV. Severability Clause. If any section, provision or part of this ordinance shall be adjudged invalid or unconstitutional, such adjudication shall not affect the validity of the ordinance as a whole or any section, provision or part thereof not adjudged invalid or unconstitutional.

Section V. When Effective. This ordinance shall be in effect after its final passage, approval, and posting as provided by law.