

**AGENDA INFORMATION
TIFFIN CITY COUNCIL COMMUNICATION**

DATE:	August 27, 2026
AGENDA ITEM:	Discussion and Consideration of One-Time Water and Sewer Adjustment – 601 Gentry Lane
ACTION:	Motion

Background

On August 18, 2026, Kylee Stock submitted an application for a one-time water and sewer adjustment for the property located at 601 Gentry Lane. The application states that the master bathroom toilet was running and that the toilet had been turned off. The applicant indicated that a plumber was scheduled to inspect the property on August 19, 2026.

The utility account experienced a significant increase in water consumption. The July 2026 utility bill reflects consumption of 20,770 gallons, resulting in a bill of \$269.27. The subsequent projected billing information shows consumption increasing substantially, with a projected total bill of \$1,400.97.

City Ordinance No. 2017-398, Section 92.10, provides that, upon application and at the discretion of the City Council, a customer may be allowed a one-time adjustment on a water bill when the adjustment is the result of an adjustment cap of **\$250.00**. The ordinance establishes the customer's average water usage based upon the previous twelve billing cycles.

City Ordinance No. 2017-399, Section 99.10(1), provides a similar one-time adjustment for sewer charges, with an adjustment cap of **\$250.00**. The sewer adjustment is based upon the customer's average sewer bill for the previous twelve billing cycles.

The ordinances require the customer to pay the average amount of the applicable previous twelve-month billing history, with any approved adjustment reflected on the subsequent utility bill.

Recommendation

Staff recommends that the City Council approve a one-time water and sewer adjustment in the maximum amount allowed under City Ordinance, consisting of:

- \$250.00 water adjustment; and
- \$250.00 sewer adjustment;
- Total adjustment: \$500.00.

The calculated overage exceeds the amount permitted under the City's ordinances; therefore, staff recommends limiting the adjustment to the ordinance maximum.

ATTACHMENTS: Application



Application for One-Time Water and Sewer Adjustment

Name: Kylee Stock Date: 08/18/26
Service Address: 601 Gentry Ln
319-333-8133
Phone Number: _____
Resident Account Number: 01-01001601-02
Reason for application: Master bathroom toilet is running. Toilet has since been turned off
and a plumber will be out to our property on 8/19 to assess.

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 Kylee Stock Date: 08/18/26

***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.



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



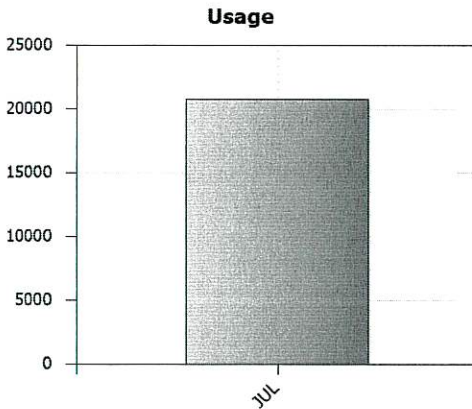
KYLEE STOCK
601 GENTRY LN
Tiffin, IA 52340

Account Number	AMOUNT DUE
01-01001601-02	\$269.27
Due Date	After Due Date Pay
8/20/2026	PAID BY DRAFT
Account Name	
KYLEE STOCK	
Service Address	
601 GENTRY LN	
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	
KYLEE STOCK		601 GENTRY LN			01-01001601-02	
Status	Service Dates			Bill Date	Penalty Date	Due Date
	From	To	# Days			
New	6/22/2026	7/15/2026	23	7/30/2026	8/21/2026	8/20/2026



CURRENT READING	PREVIOUS READING	USAGE
68,760	66,683	20,770

PREVIOUS BALANCE	\$0.00
PAYMENTS	\$0.00
ADJUSTMENTS	\$0.00
PENALTIES	\$0.00
PAST DUE AMOUNT	\$0.00

WA RES MAIN BASE	11.50
WA RES MAIN CONS	119.43
SW RES MAIN BASE	14.95
SW RES MAIN CONS	98.66
GARBAGE	10.35
STORM WATER	2.30
RECYCLING	4.22
Tax	\$7.86

CURRENT BILL	\$269.27
AMOUNT DUE	\$269.27

PAID BY DRAFT

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

Bill Preview

Close Form Print Screen Help

Account Number 01-01001601-02 Projected Bill Amount \$1,400.97
 Account Status Active
 Bill Period 7/15/2026 - 8/15/2026 Bill Date 8/15/2026
 Number of Days 31

Service Detail

Service	Rate Code	Previous	Current	Consumption	Projected Bill Amou
100 - WATER	WA RES MAIN - WA RES MAIN	68,760	76,979	82,190	699.80
400 - SEWER	SW RES MAIN - SW RES MAIN				409.90
500 - REFUSE	GB 65 - GB 65 GAL				13.50
					\$1,131.70

Calculate Projected Bill

Billing Profile

Services Billed	\$1,131.70
Contracts Billed	\$0.00
Deposits Billed	\$0.00
Deposits Returned	\$0.00
Deposit Adjustments	\$0.00
Energy Assistance	\$0.00
Energy Assistance Returned	\$0.00
Total Bill	\$1,131.70
Arrears	\$269.27
Total Projected Bill Amount	\$1,400.97

without tax
660.19

Kylee Stock
 601 Gentry Ln
 01-01001601-02

	<u>WATER</u>	<u>Water Average</u>	<u>W Refund</u>	<u>SEWER</u>	<u>Sewer Average</u>	<u>S Refund</u>
9/1/2026	\$ 660.19	\$ 69.26	\$ 590.93	\$ 409.90	\$ 65.17	\$ 344.73
8/1/2026	\$ 130.93	\$ 69.26	\$ 61.67	\$ 113.61	\$ 65.17	\$ 48.44
7/1/2026	\$ 96.36			\$ 88.31		
6/1/2026	\$ 75.61			\$ 69.57		
5/1/2026	\$ 75.95			\$ 69.85		
4/1/2026	\$ 60.94			\$ 57.45		
3/1/2026	\$ 73.48			\$ 67.81		
2/1/2026	\$ 68.53			\$ 63.72		
1/1/2026	\$ 59.68			\$ 56.41		
12/1/2025	\$ 67.84			\$ 63.15		
11/1/2025	\$ 59.68			\$ 56.41		
10/1/2025	\$ 65.60			\$ 61.30		
9/1/2025	\$ 67.90			\$ 63.20		
8/1/2025	\$ 59.58			\$ 64.91		
	\$ 831.15	Total 12 mo.		\$ 782.09	Total 12 mo.	
	\$ 69.26	Average		\$ 65.17	Average	

Water Refund	\$ 652.60	MAX \$250
Sewer Refund	\$ 393.17	MAX \$250
FORGIVENESS GRAND TOTAL:	\$ 1,045.77	MAX \$500