



AGENDA INFORMATION
TIFFIN CITY COUNCIL COMMUNICATION

DATE: August 14, 2025

AGENDA ITEM: One-Time Water & Sewer Adjustment – 704 Rolling Hills Drive

ACTION: Approval

Purpose:

To consider a one-time water and sewer utility bill adjustment for Qingyuan Zhang, resident of 704 Rolling Hills Drive, in accordance with City Ordinance No. 2017-398 and 2017-399.

Background:

This resident applied on October 1, 2025, requesting a one-time adjustment. At this time no additional information is available.

Staff will provide Council with additional information pertaining to this account as late handout either on Monday or EOB Tuesday.

Staff recommends approval of the one-time water and sewer adjustment for this resident.

ATTACHMENTS: Will be a late handout



Application for One-Time Water and Sewer Adjustment

Name: Qingyuan Zhang Date: Oct. 2, 2025
Service Address: 704 Rolling Hills Drive, Tiffin, IA 52340
Phone Number: 515-306-0897
Resident Account Number: 01-99004866-01

Reason for application: The mal-function of flapper in the bathroom cause excessive water running until the City called & notified the spike of water usage. The water bill for \$703.99 is a huge burden to manage monthly expense. I ask for your kind consideration to grant me one-time forgiveness. Thank You!

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

Date:

10/02/2025

***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.



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



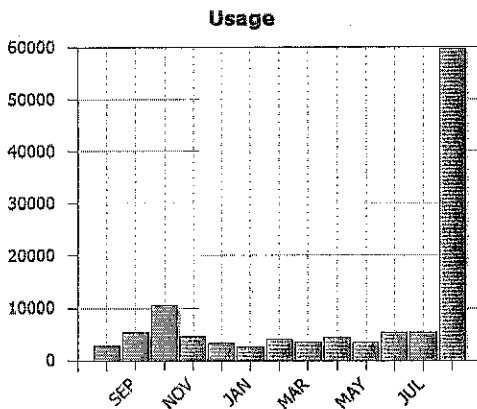
QINGYUAN ZHANG
704 ROLLING HILLS DR
TIFFIN, IA 52340

Account Number	AMOUNT DUE
01-99004866-01	\$703.99
Due Date	After Due Date Pay
9/20/2025	PAID BY DRAFT
Account Name	
QINGYUAN ZHANG	
Service Address	
704 ROLLING HILLS Dr	
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
QINGYUAN ZHANG				704 ROLLING HILLS Dr		01-99004866-01
Status	Service Dates			Bill Date	Penalty Date	Due Date
	From	To	# Days			
Active	7/15/2025	8/13/2025	29	8/29/2025	9/21/2025	9/20/2025



CURRENT READING	PREVIOUS READING	USAGE
26,788	20,826	59,620

PREVIOUS BALANCE	\$105.53
PAYMENTS	\$105.53-
ADJUSTMENTS	\$0.00
PENALTIES	\$0.00
PAST DUE AMOUNT	\$0.00

WA RES MAIN BASE	15.00
WA RES MAIN CONS	342.82
SW RES MAIN BASE	19.50
SW RES MAIN CONS	283.20
GARBAGE	13.50
STORM WATER	3.00
RECYCLING	5.50
Tax	\$21.47

CURRENT BILL	\$703.99
AMOUNT DUE	\$703.99

PAID BY DRAFT

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

Qingyuan Zhang
 704 Rolling Hills Dr.
 01-99004866-01

	<u>WATER</u>	<u>Water Average</u>	<u>W Refund</u>	<u>SEWER</u>	<u>Sewer Average</u>	<u>S Refund</u>
9/1/2025	\$ 357.82	\$ 32.11	\$ 325.71	\$ 302.70	\$ 41.18	\$ 261.52
8/1/2025	\$ 36.43			\$ 44.91		
7/1/2025	\$ 36.10			\$ 44.63		
6/1/2025	\$ 25.65			\$ 35.60		
5/1/2025	\$ 30.82			\$ 40.07		
4/1/2025	\$ 25.98			\$ 35.89		
3/1/2025	\$ 28.78			\$ 38.31		
2/1/2025	\$ 21.41			\$ 31.95		
1/1/2025	\$ 24.66			\$ 34.75		
12/1/2024	\$ 32.03			\$ 41.11		
11/1/2024	\$ 64.75			\$ 69.38		
10/1/2024	\$ 36.54			\$ 45.01		
9/1/2024	\$ 22.13			\$ 32.56		
	\$ 385.28	Total 12 mo.		\$ 494.17	Total 12 mo.	
	\$ 32.11	Average		\$ 41.18	Average	

Water Refund	\$ 325.71	MAX \$250
Sewer Refund	\$ 261.52	MAX \$250
FORGIVENESS GRAND TOTAL:	\$ 500.00	MAX \$500