City of TIFFIN

AGENDA INFORMATION
TIFFIN CITY COUNCIL COMMUNICATION

DATE:	January 2, 2026
AGENDA ITEM:	One-Time Water & Sewer Adjustment – 1026 Creekside Drive
ACTION:	Approval

Background:

The City received a formal application from resident Jihan Adam, located at 1026 Creekside Drive, requesting a one-time water and sewer bill adjustment due to a toilet leak in the house. The leak reportedly persisted for a couple of months even after it was fixed the first time.

This request is made in accordance with City Ordinance Nos. 2017-398 and 2017-399, which allow for a one-time adjustment to both water and sewer bills, capped at $250 each, based on the average of the previous twelve billing cycles.

Analysis:

Based on the documentation provided:

- **Water Average (12-month):** $34.99
- **Sewer Average (12-month):** $41.69
- **Recent Bills:**
  - Water: $193.87
  - Sewer: $174.37
- **Calculated Refunds:**
  - Water: $123.89 (capped at $250)
  - Sewer: $90.99 (capped at $250)
- **Total Adjustment Requested:** $214.88 (combined cap: $500)

The applicant has paid the average amounts as required and is seeking Council approval for the remaining adjustment to be applied to her next utility bill.

Recommendation:

The Utility Billing Clerk recommends approval of the one-time water and sewer adjustment for Jihan Adam at 1026 Creekside Drive, in accordance with Ordinance Numbers 2017-398 and 2017-399. The total adjustment amount of $214.88 falls within the allowable combined cap of $500.

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

City of TIFFIN

Application for One-Time Water and Sewer Adjustment

Name: Jihan adam

Date: December 16, 2025

Service Address: 1026 Creekside Dr tiffin IA 52340

Phone Number: 7739699182

Resident Account Number: 01-00101026-01

Reason for application: I got high water bills for November and December due to the toilet leaks and I hired someone to fix it but still keep having the same problem. Today hired new company and fixed the toilet.

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: 12/16/2025

***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.

Jihan Adam
1026 Creekside Dr
01-00101026-01

	WATER	Water Average	W Refund	SEWER	Sewer Average	S Refund
1/1/2025	$ 120.05	$ 34.99	**$ 85.06**	$ 106.28	$ 41.69	**$ 64.59**
12/1/2025	$ 73.82	$ 34.99	**$ 38.83**	$ 68.09	$ 41.69	**$ 26.40**
11/1/2025	$ 42.54			$ 42.25		
10/1/2025	$ 41.80			$ 41.64		
9/1/2025	$ 41.16			$ 41.11		
8/1/2025	$ 31.59			$ 40.73		
7/1/2025	$ 30.05			$ 39.40		
6/1/2025	$ 28.45			$ 38.03		
5/1/2025	$ 32.47			$ 41.49		
4/1/2025	$ 29.61			$ 39.02		
3/1/2025	$ 34.34			$ 43.11		
2/1/2025	$ 35.00			$ 43.68		
1/1/2025	$ 41.05			$ 48.90		
12/1/2024	$ 31.81			$ 40.92		
	$ 419.87	Total 12 mo.		$ 500.28	Total 12 mo.	
	$ 34.99	Average		$ 41.69	Average	

Water Refund	**$ 123.89**	MAX $250
Sewer Refund	**$ 90.99**	MAX $250
FORGIVENESS GRAND TOTAL:	**$ 214.88**	MAX $500

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

Account Number	AMOUNT DUE
01-00101026-01	**$168.34**
Due Date	**After Due Date Pay**
12/20/2025	PAID BY DRAFT
Account Name	
JIHAN ADAM	
Service Address	
1026 CREEKSIDE DR	
Amount Enclosed	

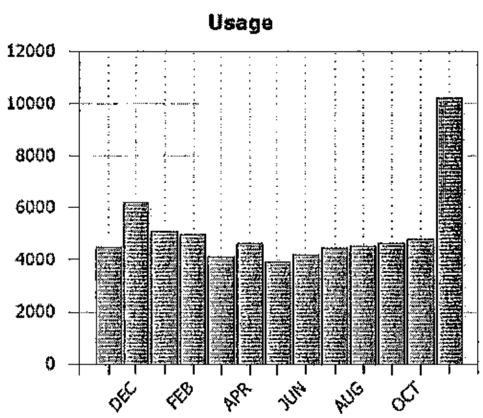
JIHAN ADAM
1026 CREEKSIDE DR
TIFFIN, IA 52340

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
JIHAN ADAM	1026 CREEKSIDE DR	01-00101026-01

Status	Service Dates From	Service Dates To	# Days	Bill Date	Penalty Date	Due Date
Active	10/15/2025	11/15/2025	31	11/25/2025	12/21/2025	12/20/2025



CURRENT READING	PREVIOUS READING	USAGE
25,313	24,290	10,230

PREVIOUS BALANCE	$109.34
PAYMENTS	$109.34-
ADJUSTMENTS	$0.00
PENALTIES	$0.00
PAST DUE AMOUNT	**$0.00**
WA RES MAIN BASE	15.00
WA RES MAIN CONS	58.82
SW RES MAIN BASE	19.50
SW RES MAIN CONS	48.59
GARBAGE	13.50
STORM WATER	3.00
RECYCLING	5.50
Tax	$4.43
CURRENT BILL	**$168.34**
AMOUNT DUE	**$168.34**

PAID BY DRAFT

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

Upcoming Jan. issued Bill

Bill Preview

Close Form | Print Screen | Help

Account Number	01-00101026-01	Projected Bill Amount	$423.87
Account Status	Active		
Bill Period	11/15/2025 - 12/15/2025	Bill Date	12/15/2025
Number of Days	30		

Service Detail

Service	Rate Code	Previous	Current	Consumption	Projected Bill Amount
100 - WATER	WA RES MAIN - WA RES MAIN	25,313	27,140	18,270	127.25
400 - SEWER	SW RES MAIN - SW RES MAIN				106.28
500 - REFUSE	GB 65 - GB 65 GAL				13.50
600 - STORMWATER	SF RES - SF RESIN				3.00
700 - RECYCLING	RE 65 - REC 65 GAL				5.50
					$255.53

Calculate Projected Bill

Billing Profile

Services Billed	$255.53
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	**$255.53**
Arrears	$168.34
Total Projected Bill Amount	**$423.87**