AGENDA ITEM # K-10

City of TIFFIN

AGENDA INFORMATION
TIFFIN CITY COUNCIL COMMUNICATION

RECEIVED 11/3/2025

DATE:	November 3, 2025
AGENDA ITEM:	One-Time Water & Sewer Adjustment – 204 Village Drive #4
ACTION:	Approval

Background:

The City received a formal application from resident Lynda Harrell, located at 204 Village Drive #4, requesting a one-time water and sewer bill adjustment due to a leak in her apartment's utility closet. The leak reportedly persisted for several months before being repaired approximately three days prior to the application date of October 31, 2025.

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):** $19.92
- **Sewer Average (12-month):** $29.65
- **Recent Bill (November 1, 2025):**
  - Water: $97.23
  - Sewer: $87.43
- **Calculated Refunds:**
  - Water: $235.99 (capped at $250)
  - Sewer: $180.54 (capped at $250)
- **Total Adjustment Requested:** $416.53 (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:

Utility Billing Clerk recommends approval of the one-time water and sewer adjustment for Lynda Harrell at 204 Village Drive #4, in accordance with Ordinance Nos. 2017-398 and 2017-399. The total adjustment amount of $416.53 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: Lynda Harrell Date: 10-31-25

Service Address: 204 Village Dr Unit #4

Phone Number: 319-440-5358

Resident Account Number: ____________________

Reason for application: There was a leak in my apartment In my utility closet that had Been running for some days until they came to fix it three day ago and I'm really Not sure how long it was running.

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: Lynda Harrell Date: 10-31-25

***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.

LYNDA HARRELL
204 VILLAGE DR #4
01-02100630-02

	WATER	Water Average	W Refund	SEWER	Sewer Average	S Refund
11/1/2025	$ 97.23	$ 19.92	**$ 77.31**	$ 87.43	$ 29.65	**$ 57.78**
10/1/2025	$ 84.81	$ 19.92	**$ 64.89**	$ 77.17	$ 29.65	**$ 47.52**
9/1/2025	$ 64.80	$ 19.92	**$ 44.88**	$ 60.64	$ 29.65	**$ 30.99**
8/1/2025	$ 45.45	$ 19.92	**$ 25.53**	$ 52.70	$ 29.65	**$ 23.05**
7/1/2025	$ 43.30	$ 19.92	**$ 23.38**	$ 50.85	$ 29.65	**$ 21.20**
6/1/2025	$ 23.50			$ 33.75		
5/1/2025	$ 22.46			$ 32.85		
4/1/2025	$ 24.00			$ 34.18		
3/1/2025	$ 18.94			$ 29.81		
2/1/2025	$ 20.31			$ 31.00		
1/1/2025	$ 17.07			$ 28.19		
12/1/2024	$ 15.75			$ 28.19		
11/1/2024	$ 13.99			$ 27.05		
10/1/2024	$ 14.48			$ 25.53		
9/1/2024	$ 28.67			$ 25.96		
	$ 199.17	Total 10 mo.		$ 296.51	Total 10 mo.	
	$ 19.92	Average		$ 29.65	Average	

Water Refund	**$ 235.99**	MAX $250
Sewer Refund	**$ 180.54**	MAX $250
FORGIVENESS GRAND TOTAL:	**$ 416.53**	MAX $500

TIFFIN

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

Account Number	AMOUNT DUE
01-02100630-02	**$167.58**
Due Date	**After Due Date Pay**
7/20/2025	$177.56
Account Name	
LYNDA HARRELL	
Service Address	
204 VILLAGE Dr # 4	
Amount Enclosed	

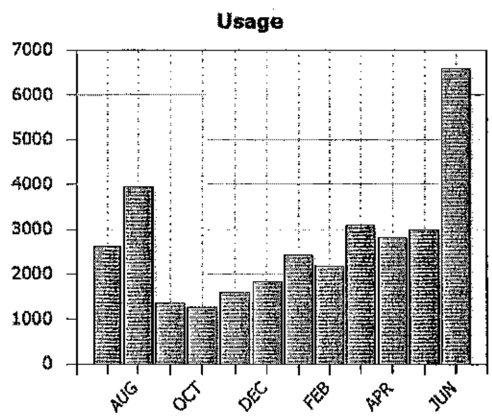
LYNDA HARRELL
204 VILLAGE Dr # 4
Tiffin, IA 52340

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
LYNDA HARRELL	204 VILLAGE Dr # 4	01-02100630-02

Status	Service Dates From	Service Dates To	# Days	Bill Date	Penalty Date	Due Date
Active	5/15/2025	6/15/2025	31	6/30/2025	7/21/2025	7/20/2025



CURRENT READING	PREVIOUS READING	USAGE
20,645	19,985	6,600

PREVIOUS BALANCE	$61.66
PAYMENTS	$0.00
ADJUSTMENTS	$0.00
PENALTIES	$6.17
PAST DUE AMOUNT	**$67.83**
WA RES MAIN BASE	7.00
WA RES MAIN CONS	36.30
SW RES MAIN BASE	19.50
SW RES MAIN CONS	31.35
STORM WATER	3.00
Tax	$2.60
CURRENT BILL	**$99.75**
AMOUNT DUE	**$167.58**
AMOUNT DUE AFTER 07/20/2025	$177.56

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

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

Account Number	AMOUNT DUE
01-02100630-02	**$213.61**
Due Date	**After Due Date Pay**
8/20/2025	$224.00
Account Name	
LYNDA HARRELL	
Service Address	
204 VILLAGE Dr # 4	
Amount Enclosed	

LYNDA HARRELL
204 VILLAGE Dr # 4
Tiffin, IA 52340

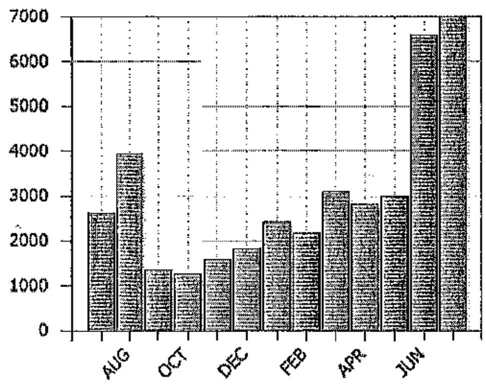
There will be a charge on all returned checks.
Please return this portion with your payment.
When paying in person, please bring both portions of this bill.

CUSTOMER ACCOUNT INFORMATION - RETAIN FOR YOUR RECORDS

Name	Service Address	Account Number
LYNDA HARRELL	204 VILLAGE Dr # 4	01-02100630-02

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

Usage



CURRENT READING	PREVIOUS READING	USAGE
21,344	20,645	6,990

PREVIOUS BALANCE	$167.58
PAYMENTS	$67.83-
ADJUSTMENTS	$0.00
PENALTIES	$9.98
PAST DUE AMOUNT	**$109.73**
WA RES MAIN BASE	7.00
WA RES MAIN CONS	38.45
SW RES MAIN BASE	19.50
SW RES MAIN CONS	33.20
STORM WATER	3.00
Tax	$2.73
CURRENT BILL	**$103.88**
AMOUNT DUE	**$213.61**
AMOUNT DUE AFTER 08/20/2025	$224.00

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

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

Account Number	AMOUNT DUE
01-02100630-02	**$132.33**
Due Date	**After Due Date Pay**
9/20/2025	$145.56
Account Name	
LYNDA HARRELL	
Service Address	
204 VILLAGE Dr # 4	
Amount Enclosed	

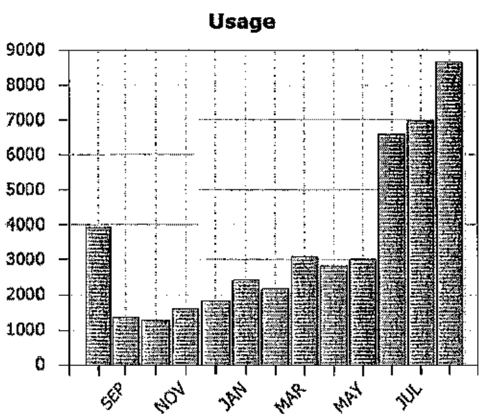
LYNDA HARRELL
204 VILLAGE Dr # 4
Tiffin, IA 52340

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
LYNDA HARRELL	204 VILLAGE Dr # 4	01-02100630-02

Status	Service Dates From	Service Dates To	# Days	Bill Date	Penalty Date	Due Date
Active	7/15/2025	8/15/2025	31	8/29/2025	9/21/2025	9/20/2025



CURRENT READING	PREVIOUS READING	USAGE
22,210	21,344	8,660

PREVIOUS BALANCE	$213.61
PAYMENTS	$213.61-
ADJUSTMENTS	$0.00
PENALTIES	$0.00
PAST DUE AMOUNT	**$0.00**
WA RES MAIN BASE	15.00
WA RES MAIN CONS	49.80
SW RES MAIN BASE	19.50
SW RES MAIN CONS	41.14
STORM WATER	3.00
Tax	$3.89
CURRENT BILL	**$132.33**
AMOUNT DUE	**$132.33**
AMOUNT DUE AFTER 09/20/2025	$145.56

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
01-02100630-02	**$170.07**
Due Date	**After Due Date Pay**
10/20/2025	$187.08
Account Name	
LYNDA HARRELL	
Service Address	
204 VILLAGE Dr # 4	
Amount Enclosed	

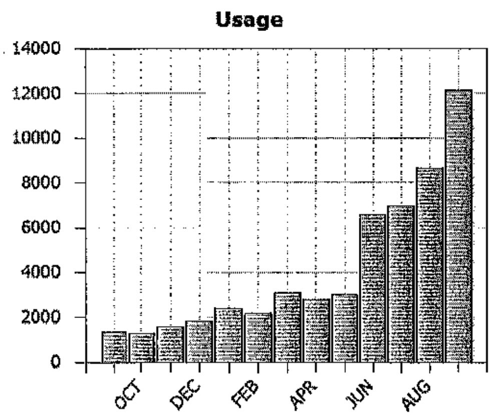
LYNDA HARRELL
204 VILLAGE Dr # 4
Tiffin, IA 52340

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
LYNDA HARRELL	204 VILLAGE Dr # 4	01-02100630-02

Status	Service Dates From	Service Dates To	# Days	Bill Date	Penalty Date	Due Date
Active	8/15/2025	9/15/2025	31	9/30/2025	10/21/2025	10/20/2025



CURRENT READING	PREVIOUS READING	USAGE
23,424	22,210	12,140

PREVIOUS BALANCE	$132.33
PAYMENTS	$145.56-
ADJUSTMENTS	$0.00
PENALTIES	$13.23
PAST DUE AMOUNT	**$0.00**
WA RES MAIN BASE	15.00
WA RES MAIN CONS	69.81
SW RES MAIN BASE	19.50
SW RES MAIN CONS	57.67
STORM WATER	3.00
Tax	$5.09
CURRENT BILL	**$170.07**
AMOUNT DUE	**$170.07**
AMOUNT DUE AFTER 10/20/2025	$187.08

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

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

Account Number	AMOUNT DUE
01-02100630-02	**$193.49**
Due Date	**After Due Date Pay**
11/20/2025	$212.84
Account Name	
LYNDA HARRELL	
Service Address	
204 VILLAGE Dr # 4	
Amount Enclosed	

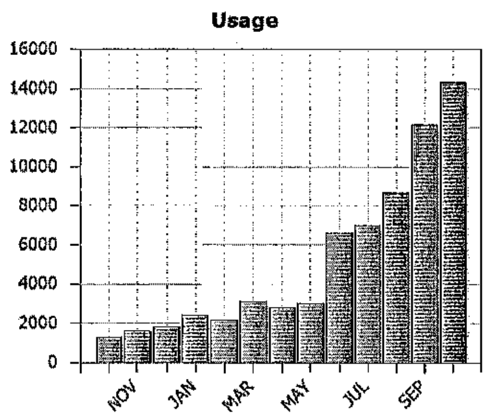
LYNDA HARRELL
204 VILLAGE Dr # 4
Tiffin, IA 52340

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
LYNDA HARRELL	204 VILLAGE Dr # 4	01-02100630-02

Status	Service Dates From	Service Dates To	# Days	Bill Date	Penalty Date	Due Date
Active	9/15/2025	10/15/2025	30	10/30/2025	11/21/2025	11/20/2025



CURRENT READING	PREVIOUS READING	USAGE
24,854	23,424	14,300

PREVIOUS BALANCE	$170.07
PAYMENTS	$187.08-
ADJUSTMENTS	$0.00
PENALTIES	$17.01
PAST DUE AMOUNT	**$0.00**
WA RES MAIN BASE	15.00
WA RES MAIN CONS	82.23
SW RES MAIN BASE	19.50
SW RES MAIN CONS	67.93
STORM WATER	3.00
Tax	$5.83
CURRENT BILL	**$193.49**
AMOUNT DUE	**$193.49**
AMOUNT DUE AFTER 11/20/2025	$212.84

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

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.