

City of El Paso Water/ Sewer Committee Minutes from 05/06/2020

The Water Sewer Committee met at the South Pointe Park Community Building on May 6th 2020 at 5:45 PM. The meeting was held at that location due to COVID19 distancing requirements and was available remotely for the Public through Zoom meetings application.

Present were Ken Faulk, Alex Brucker, Mary Ellen Kilpatrick, Jack Hickok, Dave Fever and Sandee Kessinger was remote and in control of the Zoom function.

The Agenda item was to consider relief on water bills for two customers.

The 1st Bill to be considered was from Darin and Sarah Schertz. They had purchased a house at 15 E 2nd St. to remodel and rent. After a couple of cold days they realized that there was a water leak under the deck. As soon as they realized the leak and the pipe was found, they removed the pipe and closed the inside valve. They are requesting any relief possible. Their bill was 593.11. The Committee recommendation was to remove the sewer portion of the bill. That reduction would be \$385.53 leaving them a bill of \$207.60. They had already paid the bill in full so they asked that the credit be applied to their home water bill account. The Committee agreed to do that.

The 2nd request was from Beth Bond at 453 West Clay Street. The City notified her about high usage being detected at billing time. She found a toilet leaking in the basement and shut it off then had it repaired then left it off for lack of use. She is asking for some payment relief. Her current bill is \$1515.03

Note: this is the second time we have had a request from this customer. Also, she still continues to have a small leak of about 2 gallons an hour and has been notified.

The Committee declined to reduce her bill but recommended that she be allowed to work out a payment plan after the leak is completely corrected to pay the bill.

Other discussions were had about how to handle shut off issues. It was decided to not shut any customers off for past due bills until the COVID 19 crisis is declared to be over. Payment plans will be allowed for customers who are past due. No additional fees are being charged during this time period.

Minutes respectfully submitted by Jack Hickok, Director of Public Service