



Board of Aldermen Request for Action

MEETING DATE: 6/2/2026

DEPARTMENT: Finance

AGENDA ITEM: Resolution 1587, Approving a Water and Wastewater Leak Adjustment Request

REQUESTED BOARD ACTION

Motion to approve Resolution 1587, approving a water and wastewater leak adjustment request for Lorraine Acfalle in the amount of \$331.28.

SUMMARY

The City has received notice from Lorraine Acfalle, a residential utility billing customer, of a repaired water leak and his request for a water leak adjustment. All requirements set forth in Section 705.110 of the Code of Ordinances have been met.

On or about March 30, 2026, the Utilities Division obtained electronic reads of water usage for the month of December. Those reads were uploaded to the billing system and staff was alerted to the accounts that had no, little or high usage.

Following the month of the March billing cycle, Lorraine Acfalle had started the cycle with a read of 5,350 and finished the billing cycle with a read of 6,022, which resulted in consumption of 67,200 gallons. This amount was more than twice the established monthly average. As required by Section 705.110, Lorraine Acfalle has provided proof of repair/maintenance of the pipe which caused the high usage during the March billing cycle.

On or about April 29, 2026, the Utilities Division obtained electronic reads of water usage for the month of December. Those reads were uploaded to the billing system and staff was alerted to the accounts that had no, little or high usage.

Following the month of the April billing cycle, Lorraine Acfalle had started the cycle with a read of 6,022 and finished the billing cycle with a read of 6,068, which resulted in consumption of 4,600 gallons. This amount was more than twice the established monthly average. As required by Section 705.110, Lorraine Acfalle has provided proof of repair/maintenance of the pipe which caused the high usage during the April billing cycle.

If approved, the leak adjustment would issue a credit of \$331.28 to Lorraine Acfalle's utility account.

PREVIOUS ACTION

The Board has approved previous leak adjustments in this fiscal year when conditions have been met.

POLICY OBJECTIVE

Per Ordinance residential customers are eligible to apply for water and wastewater adjustments, but non-residential customers are eligible to apply for wastewater adjustments only.

FINANCIAL CONSIDERATIONS

Reduce utility revenues by \$331.28.

ATTACHMENTS

- | | |
|---|-----------------------------------|
| <input type="checkbox"/> Ordinance | <input type="checkbox"/> Contract |
| <input checked="" type="checkbox"/> Resolution | <input type="checkbox"/> Plans |
| <input type="checkbox"/> Staff Report | <input type="checkbox"/> Minutes |
| <input checked="" type="checkbox"/> Other: Repair Documentation | |



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RESOLUTION 1587

A RESOLUTION APPROVING A WATER AND WASTEWATER LEAK ADJUSTMENT REQUEST FOR LORRAINE ACFALLE IN THE AMOUNT OF \$331.28

WHEREAS, the City approved Ordinance No. 2989-18 amending Section 705.110 of the Code of Ordinances on February 6, 2018; and

WHEREAS, Lorraine Acfalle, a residential utility billing customer with account 07-000500-00, has notified the City of a water leak and is requesting a leak adjustment; and

WHEREAS, the conditions set forth in Section 705.110 of the Code of Ordinances as amended have been met; and

WHEREAS, the adjustment calculation set forth in 705.110 of the Code of Ordinances as amended has been determined to be \$331.28.

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF ALDERMEN OF THE CITY OF SMITHVILLE, MISSOURI, AS FOLLOWS:

A water and wastewater leak adjustment in the amount of \$331.28 shall be credited to account 07-000500-00 of residential utility billing customer Lorraine Acfalle.

PASSED AND ADOPTED by the Board of Aldermen and **APPROVED** by the Mayor of the City of Smithville, Missouri, the 2nd day of June, 2026.

Damien Boley, Mayor

ATTEST:

Brandi Schuerger, Assistant City Clerk



Water and Wastewater Leak Adjustment Request

Utility Customer Name: Lorraine Acfalle

Utility Service Address: 400 Donegal Dr

Utility Account Number: 07-000500-00

The residential utility billing customer referenced above has notified City staff of a water leak and is requesting a leak adjustment. City staff has verified the water consumption of the month(s) in question is more than two (2) times the monthly average for this property, no other leak adjustment has occurred in the previous thirty-six (36) month period, covers a single event and repair receipts have been provided.

In accordance with the Leak Adjustment Ordinance No. 705.110, the Board of Alderman may consider a leak adjustment calculated to be \$331.28 at the Board of Alderman meeting on 6/2/2026

Upon resolution by the Board of Alderman, I, Lorraine Acfalle, shall make payment in full or make formal payment arrangements with City staff no later than ten days (10) following the Board of Alderman consideration. I understand that failure to do so will result in imposition of late fees and/or disconnection of service.

Lorraine Acfalle
Customer's Signature

18 May 2026
Date



Water and Wastewater Leak Adjustment Calculation

Utility Customer Name: Lorraine Acfalle
 Utility Service Address: 400 Donegal
 Utility Account Number: 07-000500-00

Breaking down key figures in Ordinance 2989-18(C), Adjustment Calculations

- The adjusted bill(s) shall charge the City's normal water rate on all water volume used up to two (2) times the average monthly water use for this property.

City's normal water rate (per 1,000 gallons): \$11.96
 Average monthly water usage for this property: 767 gallons

- Adjusted bill(s) shall also charge the City's wholesale water rate on all water volume used greater than two (2) times the average monthly water use for this property.

City's wholesale water rate (per 1,000 gallons): \$7.14

- If the leak is inside the home, the wastewater bill(s) shall not be adjusted because the water volume used will have drained into the sanitary system of the home.
 If the leak is outside the home, the wastewater bill(s) will be adjusted to reflect the average monthly wastewater usage for this property.

City's normal wastewater rate (per 1,000 gallons): \$10.17
 Average monthly wastewater usage for this property: 767 gallons
 Was the leak inside or outside the home: inside
 Was the wastewater billed winter average or actual usage: winter average

Calculating the adjustment amount using Ordinance 705.110(C), Adjustment Calculations

MONTH 1	
Original Water Bill Amount	
67,200 gallons @ 11.96 per 1,000 gallons =	803.71
Adjusted Water Bill Amount	
1,534 gallons @ 11.96 per 1,000 gallons =	18.35
+ 65,666 gallons @ 7.14 per 1,000 gallons =	468.86
	487.21
Water Discount =	316.50
Original Wastewater Bill Amount	
767 gallons @ 10.17 per 1,000 gallons =	7.80
Adjusted Wastewater Bill Amount	
767 gallons @ 10.17 per 1,000 gallons =	7.80
Wastewater Discount =	0.00

MONTH 2 (if applicable)	
Original Water Bill Amount	
4,600 gallons @ 11.96 per 1,000 gallons =	55.02
Adjusted Water Bill Amount	
1,534 gallons @ 11.96 per 1,000 gallons =	18.35
+ 3,066 gallons @ 7.14 per 1,000 gallons =	21.89
	40.24
Water Discount =	14.78
Original Wastewater Bill Amount	
767 gallons @ 10.17 per 1,000 gallons =	7.80
Adjusted Wastewater Bill Amount	
767 gallons @ 10.17 per 1,000 gallons =	7.80
Wastewater Discount =	0.00

Total Discount = 331.28



Remit Payment To:
 3004 SW US Highway 40, STE C
 Blue Springs, MO 64015
 816-377-1400

6500 W 110th St, STE 101
 Overland Park, KS 66211
 913-980-0920

BILL TO
 Lorraine S Acfalle
 400 Donegal Drive
 Smithville, MO 64089 USA

MO-Lic# CLCL10056257-03-2024
 KS-Lic# 2026-0013007

info@dragonflyhcp.com
 www.dragonflyhcp.com

INVOICE 120034384	INVOICE DATE May 18, 2026
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JOB ADDRESS
 Lorraine S Acfalle
 400 Donegal Drive
 Smithville, MO 64089 USA

Completed Date:
Customer PO: 42974349
Payment Term: Due Upon Receipt

DESCRIPTION OF WORK

Installed 50 gal gas heater and prv heater has 10 yr warranty, prv has 1 yr warranty

TASK	DESCRIPTION	QTY	PRICE	TOTAL
New PRV Installation	Installation of new Pressure Relief Valve (PRV) - valve, labor and tax included Water Pressure to the home will be set between 60-80 psi	1.00	\$761.00	\$761.00
NG50S	Install 50 Gallon Tank Water Heater with Expansion Tank - new shutoff, necessary piping, labor included	1.00	\$2,248.00	\$2,248.00

PAID ON	TYPE	MEMO	AMOUNT
5/18/2026	Credit Card		\$3,009.00

SUB-TOTAL	\$3,009.00
TAX	\$0.00
TOTAL DUE	\$3,009.00
PAYMENT	\$3,009.00
BALANCE DUE	\$0.00

ALL APPLICABLE SALES TAXES INCLUDED.

CUSTOMER AUTHORIZATION

This invoice is agreed and acknowledged. Payment is due upon receipt. A service fee will be charged for any returned

checks, and a financing charge of 2% per month shall be applied for overdue amounts.



Sign here

Date 5/18/2026

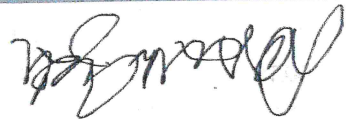
CUSTOMER ACKNOWLEDGEMENT

I find and agree that all work performed by Dragonfly Heating, Cooling & Plumbing LLC has been completed in a satisfactory and workmanlike manner. I have been given the opportunity to address concerns and/or discrepancies in the work provided, and I either have no such concerns or have found no discrepancies or they have been addressed to my satisfaction. My signature here signifies my full and final acceptance of all work performed by the contractor.

In the event that payment is required and bank account information or a check is provided as a form of payment, I hereby authorize Dragonfly Heating, Cooling & Plumbing LLC herein called COMPANY, to (i) initiate a debit entry to my account, and to debit the same to such account, (ii) use information from my check to make a one-time electronic fund transfer from my account or (iii) process the payment as a check transaction, as determined by COMPANY and as applicable.

I acknowledge that the origination of ACH transactions to my account must comply with the provision of U.S. law and that I may only revoke this authorization by notifying COMPANY as provided below.

This authorization is to remain in full force and effect for the payment on this invoice, until COMPANY has received written notification from me of its termination in such time and in such manner as to afford COMPANY a reasonable opportunity to act on it. If you believe any of the above information to be in error or to contact the COMPANY for information on revoking this authorization, please contact us at 816-377-1400.



Sign here

Date 5/18/2026

I authorize Dragonfly Heating, Cooling & Plumbing LLC to charge the agreed amount to my credit card provided herein. I agree that I will pay for this purchase in accordance with the issuing bank cardholder agreement.



Sign here

Date 5/18/2026



Water and Wastewater Leak Adjustment Request

Utility Customer Name: Lorraine Acfalle

Utility Service Address: 400 Donegal Dr

Utility Account Number: 07-000500-00

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Updated with 11/1/2024 Rates



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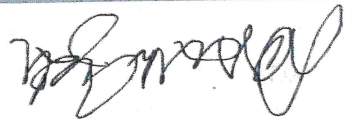
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