



# Board of Aldermen Request for Action

**MEETING DATE:** 3/24/2026

**DEPARTMENT:** Finance

**AGENDA ITEM:** Resolution 1564, Approving a Water and Wastewater Leak Adjustment Request

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## **REQUESTED BOARD ACTION**

Motion to approve Resolution 1564, approving a water and wastewater leak adjustment request for Rachel Steffen in the amount of \$62.67.

## **SUMMARY**

The City has received notice from Rachel Steffen, a residential utility billing customer, of a repaired water leak and his request for a water leak adjustment. All requirements set forth in Ordinance 2989-18 have been met.

On or about January 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 January billing cycle, Rachel Steffen had started the cycle with a read of 3,691 and finished the January billing cycle with a read of 3,822, which resulted in consumption of 13,100 gallons. This amount was more than twice the established monthly average. As required by Ordinance 2989-18, Rachel Steffen has provided proof of repair/maintenance of the service line leak which caused the high usage during the January billing cycle.

On or about February 26, 2026, the Utilities Division obtained electronic reads of water usage for the month of February. 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 February billing cycle, Rachel Steffen had started the cycle with a read of 3,822 and finished the February billing cycle with a read of 3,999, which resulted in consumption of 17,700 gallons. This amount was more than twice the established monthly average. As required by Ordinance 2989-18, Rachel Steffen has provided proof of repair/maintenance of the service line leak which caused the high usage during the February billing cycle.

If approved, the leak adjustment would issue a credit of \$62.67 to Rachel Steffen utility account.

## **PREVIOUS ACTION**

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

**POLICY OBJECTIVE**

N/A

**FINANCIAL CONSIDERATIONS**

Reduce utility revenues by \$62.67.

**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 |                                   |

**RESOLUTION 1564**

**A RESOLUTION APPROVING A WATER AND WASTEWATER  
LEAK ADJUSTMENT REQUEST FOR RACHEL STEFFEN IN  
THE AMOUNT OF \$62.67**

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

**WHEREAS**, Rachel Steffen, a residential utility billing customer with account 16-000034-01 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 \$62.67.

**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 \$62.67 shall be credited to account 16-000034-01 of residential utility billing customer Rachel Steffen.

**PASSED AND ADOPTED** by the Board of Aldermen and **APPROVED** by the Mayor of the City of Smithville, Missouri, the 24<sup>th</sup> day of March, 2026.

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Damien Boley, Mayor

ATTEST:

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Linda Drummond, City Clerk



Water and Wastewater Leak Adjustment Request

Utility Customer Name: Rachel Steffen

Utility Service Address: 608 Sunset Drive

Utility Account Number: 16-000034-01

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 \$62.67 at the Board of Alderman meeting on 3/24/2026.

Upon resolution by the Board of Alderman, I, Rachel Steffen, 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.

R. Steffen  
Customer's Signature

3/12/26  
Date



**BILL TO**

Contractor Invoices Department  
1232 Premier Dr, Suite 100  
Chattanooga, TN 37421

**SHIP TO**

Rachel Steffen  
608 Sunset Dr  
Smithville, Mo 64089

**INVOICE 122357**

**DATE** 03/10/2026 **TERMS** Net 45

**DUE DATE** 04/24/2026

**SERVICE DATE**

02/24/2026

DESCRIPTION	QTY/HR/GAL	RATE	AMOUNT
SHMV24D55134-1	1	0.00	0.00
2/24 Diagnosed on site. Leak detected on the exterior water service line.			
3/5 Dug up and pulled in 10' of new 3/4k water line. Tied onto 1" pvc	1		

**THANK YOU FOR YOUR BUSINESS!**

Returned payments will be charged \$35.00. If collection services are required, collection fees, including but not limited to attorney's fees will be added to the account.

**TOTAL DUE** [REDACTED]

Pay invoice

REMIT TO:  
Po Box 53 Belton, Mo 64012

hello@kjettservices.com  
816-769-3900



Gabe Steffen <steffen.gabe@gmail.com>

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## HomeServe Service Update: Work Complete

1 message

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**Dispatch** <notifications@dispatch.me>  
To: steffen.gabe@gmail.com

Thu, Mar 5, 2026 at 2:08 PM

Service Update: Work Complete



**With HomeServe ID,  
account management is easy.**

[Sign Up Now](#)

Hi Rachel,

Thank you for choosing HomeServe. Now that your job is complete, here is a summary of your service:

**Claim number:**

SHMV24D55134-1

**Date of service:**

March 5th, 2026

**Service address:**

608 SUNSET DR, Smithville, MO, 64089

**Service performed by:**

K Jett Services

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**Questions?**

Learn more about the repair process at HomeServe.

Access your account to manage your plans.

Check out available plans in your area.



## Water and Wastewater Leak Adjustment Calculation

Utility Customer Name: **Rachel Steffen**

Utility Service Address: **608 Sunset Drive**

Utility Account Number: **16-000034-01**

### 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: 4,450 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: 4,450 gallons  
 Was the leak inside or outside the home: outside  
 Was the wastewater billed winter average or actual usage: actual usage

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

MONTH 1	
Original Water Bill Amount	
17,700 gallons @ 11.96 per 1,000 gallons =	211.69
Adjusted Water Bill Amount	
8,900 gallons @ 11.96 per 1,000 gallons =	106.44
+ 8,800 gallons @ 7.14 per 1,000 gallons =	62.83
	169.27
<b>Water Discount =</b>	<b>42.42</b>
Original Wastewater Bill Amount	
17,700 gallons @ 10.17 per 1,000 gallons =	180.01
Adjusted Wastewater Bill Amount	
4,450 gallons @ 10.17 per 1,000 gallons =	45.26
<b>Wastewater Discount =</b>	<b></b>

MONTH 2 (if applicable)	
Original Water Bill Amount	
13,100 gallons @ 11.96 per 1,000 gallons =	156.68
Adjusted Water Bill Amount	
8,900 gallons @ 11.96 per 1,000 gallons =	106.44
+ 4,200 gallons @ 7.14 per 1,000 gallons =	29.99
	136.43
<b>Water Discount =</b>	<b>20.25</b>
Original Wastewater Bill Amount	
13,100 gallons @ 10.17 per 1,000 gallons =	133.23
Adjusted Wastewater Bill Amount	
4,450 gallons @ 10.17 per 1,000 gallons =	45.26
<b>Wastewater Discount =</b>	<b></b>

**Total Discount = 62.67**