

Town of Windsor

Memorandum

September 9, 2014

TO: The Honorable Mayor and Town Council

FROM: Michael Stallings, Town Manager *MS*

SUBJECT: Isle of Wight County Water Leak Credit Request

I am attaching a letter that you may have received from the Chairman of the Isle of Wight County (IOW) Board of Supervisors. As you can see, IOW is requesting that the Town of Windsor issue them a second credit for the water leak that they had back in the fall of 2013.

As you may recall, IOW experienced a water leak back in the fall of 2013. This leak spanned two billing cycles and resulted in two high water bills. The two bills were for \$28,743 and \$19,571, significantly more than the normal bill of approximately \$2,300. In accordance with our water leak credit policy, we issued IOW a credit of \$13,303 on their first and highest bill.

IOW subsequently applied for an additional credit on their second bill. In accordance with our water leak credit policy, this credit was denied as they had already received one within the previous 12 months.

If Council decides to issue IOW a second credit, it will be approximately \$8,635.

This item is for Council's discussion and direction.



Local Roots, Global Reach
ISLE OF WIGHT
COUNTY, VIRGINIA

August 26, 2014

The Honorable Carita J. Richardson
Mayor
Town of Windsor
P.O. Box 307
Windsor, Virginia 23487

Dear Mayor Richardson:

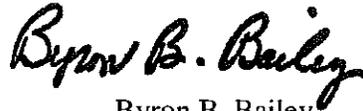
As you may be aware, Isle of Wight County experienced a water main break resulting in excessive water bills from the Town of Windsor of \$28,743 and \$19,571, respectively, for the August - November 2013 billing cycles. These water bills were more than 10 times higher than the County's average bi-monthly water bill with the Town of Windsor.

The County is appreciative for the \$13,303.55 credit received from the Town of Windsor for the August/September 2013 billing cycle. However, on behalf of the Board of Supervisors, I am writing to request that the Town of Windsor reconsider its decision to deny the County's credit request for the October/November 2013 billing cycle. The excessive water bill will have a significant impact on County taxpayers as the Public Utilities budget is not self-sustaining and subsidized by the General Fund. Additionally, the length of time to identify and repair the leak could have been contained to one billing cycle given more timely communication by Town staff. Unfortunately, the County's Department of Public Utilities staff did not learn of the problem until it received the water bill on October 8, 2013, four days after the meter reading by Town staff. The County's Department of Public Utilities staff moved quickly and repaired the leak within 24 hours of this notification.

Given the circumstances of the event, the Board of Supervisors would be appreciative of reconsideration by the Town of Windsor of the County's October/November, 2013 billing cycle credit request. Any expenses incurred by the Town due to the loss of water should be minimal as the water was not from a treated source. As a result, honoring the County's request should not be intrusive on the Town's financial welfare.

Thank you for your consideration and we look forward to working with the Town of Windsor to advance Isle of Wight County.

Sincerely,

A handwritten signature in black ink that reads "Byron B. Bailey". The signature is written in a cursive, flowing style.

Byron B. Bailey
Chairman

pc: The Honorable Board of Supervisors
The Honorable Town Council
Anne F. Seward, County Administrator
Michael Stallings, Town Manager
Frank Haltom, P.E., Director of General Services