



Board of Aldermen Request for Action

MEETING DATE: 10/7/2025

DEPARTMENT: Finance

AGENDA ITEM: Resolution 1510, Approving a Water and Wastewater Leak Adjustment Request

REQUESTED BOARD ACTION

Motion to approve Resolution 1510, approving a water and wastewater leak adjustment request for Lois Shanks.

SUMMARY

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

On or about August 28, 2025, the Utilities Division obtained electronic reads of water usage for the month of August. 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 August billing cycle, Lois Shanks had started the cycle with a read of 2,115 and finished the August cycle with a read of 2,310, which resulted in consumption of 19,500 gallons. This amount was more than twice the established monthly average. As required by Ordinance 2989-18, Lois Shanks has provided proof of repair/maintenance of the toilet leak which caused the high usage during the August billing cycle.

On or about September 30, 2025, the Utilities Division obtained electronic reads of water usage for the month of August. 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 September billing cycle, Lois Shanks had started the cycle with a read of 2,310 and finished the August cycle with a read of 2,496, which resulted in consumption of 18,600 gallons. This amount was more than twice the established monthly average. As required by Ordinance 2989-18, Lois Shanks has provided proof of repair/maintenance of the toilet leak which caused the high usage during the September billing cycle.

If approved, the leak adjustment would issue a credit of \$155.37 to Lois Shanks utility account.

PREVIOUS ACTION

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

POLICY OBJECTIVE

FINANCIAL CONSIDERATIONS

Reduce utility revenues by \$155.37.

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: Calculation Sheet and Repair Documentation | |

RESOLUTION 1510

A RESOLUTION APPROVING A WATER AND WASTEWATER LEAK ADJUSTMENT REQUEST FOR LOIS SHANKS

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

WHEREAS, Lois Shanks, a residential utility billing customer with account 02-004110-02, 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 \$155.37.

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 \$155.37 shall be credited to account 02-004110-02 of residential utility billing customer Lois Shanks.

PASSED AND ADOPTED by the Board of Aldermen and **APPROVED** by the Mayor of the City of Smithville, Missouri, the 7th day of October, 2025.

Damien Boley, Mayor

ATTEST:

Linda Drummond, City Clerk



Water and Wastewater Leak Adjustment Request

Utility Customer Name: Lois Shanks

Utility Service Address: 309 Prairie Rose

Utility Account Number: 02-004110-02

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 \$155.37 at the Board of Alderman meeting on 10/7/25.

Upon resolution by the Board of Alderman, I, Lois Shanks, 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.

Lois Shanks 10-1-25
Customer's Signature Date



Water and Wastewater Leak Adjustment Calculation

Utility Customer Name: **Lois Shanks**

Utility Service Address: **309 Prairie Rose**

Utility Account Number: **02-004110-02**

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

1. 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: **1,466 gallons**

2. 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**

3. 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: **1,466 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	
19,500 gallons @ 11.96 per 1,000 gallons =	233.22
Adjusted Water Bill Amount	
2,932 gallons @ 11.96 per 1,000 gallons =	35.07
+ 16,568 gallons @ 7.14 per 1,000 gallons =	118.30
	153.37
Water Discount =	
	79.85
Original Wastewater Bill Amount	
1,466 gallons @ 10.17 per 1,000 gallons =	14.91
Adjusted Wastewater Bill Amount	
1,466 gallons @ 10.17 per 1,000 gallons =	14.91
Wastewater Discount =	
	0.00

MONTH 2 (if applicable)	
Original Water Bill Amount	
18,600 gallons @ 11.96 per 1,000 gallons =	222.46
Adjusted Water Bill Amount	
2,932 gallons @ 11.96 per 1,000 gallons =	35.07
+ 15,668 gallons @ 7.14 per 1,000 gallons =	111.87
	146.94
Water Discount =	
	75.52
Original Wastewater Bill Amount	
1,466 gallons @ 10.17 per 1,000 gallons =	14.91
Adjusted Wastewater Bill Amount	
1,466 gallons @ 10.17 per 1,000 gallons =	14.91
Wastewater Discount =	
	0.00

Total Discount = 155.37

Lois shanks

02-004110-02

Leak Adjustment

816-873-3302

Irene
Daughter 816-520-8436MENARDS - ST JOSEPH
4320 COMMONWEALTH
DRIVE
ST JOSEPH, MO 64503KEEP YOUR RECEIPT
RETURN POLICY VARIES BY PRODUCT TYPEUnless noted below allowable returns for
items on this receipt will be in the form
of an in store credit voucher if the
return is done after 12/12/25If you have questions regarding the
charges on your receipt, please
email us at:

STJOfrontend@menards.com

THANK YOU FOR SHOPPING AT
PACKS HARDWARE -12 SV
116 N. 169 HIGHWAY Smithville MO
Remittance Address is
BOX 303 JUNCTION CITY, KS 66441
(816) 532-0525

09/15/25 1:01PM 12DILLON 331 SALE

492361 1 EA \$22.99 EA
SERVICE PARTS KIT \$22.99SUB-TOTAL: \$ 22.99 TAX: \$ 1.95
TOTAL: \$ 24.94
BC AMT: \$ 24.94BK CARD#: XXXXXXXXXXXX6009
MID:*****1885 TID:***7341
AUTH: 865654 AMT: \$ 24.94
Host reference #: 047366 Bat#

Authorizing Network: AMEX

Contactless
CARD TYPE: AM EXPRESS EXPR: XXXX
AID: A00000002501
TVR: 0000008000
IAD: 06580103A00002
TSI: E800
ARC: 00
MODE: Issuer
CVM: No CVM
Name: AMERICAN EXPRESS
ATC: 01AD
AC: AE8DD5848DB86955
TxnID/ValCode: 648800

Bank card USD\$ 24.94

==> JRNL# X47366/D
CUST NO: *10012THANK YOU VALUED CUSTOMER
FOR YOUR PATRONAGE

Acct: CASH CUSTOMER - SMITHVILLE

Customer Copy



Sale Transaction

SONGBIRD FOOD 14LB
2663201 18.99
PEPSI 6 PACK
2730622 4.98
EG CORN CRIB BRD FEEDER
2667038 14.99
SUPER FLAPPER & VALVE KI
6640283 21.97
TOTAL 60.93
TAX SAINT JOSEPH-MO 6.7% 0.33
TAX SAINT JOSEPH-MO 9.7% 5.43
TOTAL SALE 66.69
Discover 2991 66.69
Auth Code: 01322Q
Chip Inserted
a0000001523010
TC - 851e6dcb2f9abedb

TOTAL NUMBER OF ITEMS = 4

THE FOLLOWING REBATE RECEIPTS WERE
PRINTED FOR THIS TRANSACTION:
3728

GUEST COPY

The Cardholder acknowledges receipt of
goods/services in the total amount shown
hereon and agrees to pay the card issuer
according to its current terms.THIS IS YOUR CREDIT CARD SALES SLIP
PLEASE RETAIN FOR YOUR RECORDS.

THANK YOU, YOUR CASHIER, Letah

54468 03 0472 09/13/25 04:47PM 3210