



**CITY OF MOLALLA
CITY COUNCIL WORK SESSION
AGENDA**

Council Chambers | Molalla Civic Center - 315 Kennel Avenue - Molalla
Wednesday | January 10, 2024 | 6:00 PM

NOTICE: City Council will hold this meeting in-person and through video Live-Streaming on the City's Facebook Page and YouTube Channel. Work Sessions are open to the public, however, closed to Public Comment.

- 1. CALL TO ORDER AND ROLL CALL**

- 2. DISCUSSION ITEMS**
 - A. Billing Customers for After-Hours Calls

- 3. ADJOURN**



CITY OF MOLALLA

117 N. Molalla Avenue
PO Box 248
Molalla, OR 97038

Staff Report

Agenda Category: General Business

Agenda Date: January 10, 2024

From: Mac Corthell, Assistant City Manager
Approved by: Dan Huff, City Manager

SUBJECT: Billing for After-Hours Customer Side Call Outs.

FISCAL IMPACT: Approximately \$10k-\$15k annually

RECOMMENDATION/RECOMMEND MOTION: Direct Staff to either 1) develop an afterhours shut-off/turn on policy and fee OR 2) maintain the status quo.

BACKGROUND:

This report pertains only to after-hour callouts that result from customer side issues.

One of the more common callouts received by public works on weekends and/or after hours is to turn off water when the customer notices a water leak.

Often, the leak is on the customer (private side) of the meter. This means it is an issue with the customer's own private side water system. City staff is not allowed to perform work on the private side of the meter due to plumbing code, risk of liability, and fairness to other rate payers (customers).

Currently, public works performs the afterhours shutoff/turn-on service for the individual customer, but the bill falls to all rate payers of the water system as there is no fee for the service.

Many water utilities charge a fee for after-hours shutoffs/turn-on's that result from customer side issues. Additionally, many people hire a plumber to put private side water shutoff's on the private side of the meter which all but mitigates this issue.

Staff is seeking the Council's direction on this policy: continue with the status quo, or develop a policy and fee to recoup the costs associated with after-hours shutoffs/turn-ons resulting from private side issues?