



**Staff Report**

For City Council Meeting of 09/06/2016

**Subject - New Business - McCarron water leak**

**Synopsis** - Please see the attached letter from Kate and David McCarron. Due to a leak the McCarrons incurred a \$4598 water bill. The problem was fixed and the city gave a 40% discount of \$1839 as allowed by ordinance. The McCarron's are requesting a further discount on the remaining \$2875 that was left over after the first discount.

The council has been approached and approved further discounts in the past.

**Council Options:**

- 1) Decide to further discount the water bill due to the leak.
- 2) Do nothing.

**Recommendation:** N/A

**Legal Analysis:** N/A

**Financial Analysis:** N/A

Respectfully submitted,

Chad

*The McCarron's*  
2605 SW Buena Vista Place  
Portland, Oregon, 97201-1718

August 22, 2017

Gearhart City Council  
Attn: Chad Sweet  
P.O. 2510  
Gearhart, OR 97138

Council Members:

I am writing asking for your review of our water bills from November 2016 to April 2017 and for your considered opinion as to whether the city can provide relief of the outstanding amount .

I have spoken to Chad Sweet and he reviewed these bills with me. His suggestion was that I write the council and explain the circumstance.

Our home where the water bill pertains to is at 5230 High Ridge Rd, Gearhart. We have owned that home for 23 years. Our water bills of record have been predictably modest and remarkably consistent over the years.

On a Sunday Morning in February, I received a call at our Portland home from one of our Highland neighbors who explained in somewhat excited terms a "water geyser" was erupting in our driveway at 5230. I immediately contacted Stacy and Tom Thies who have maintained our property for 23 years. They were on sight within minutes and called M & F Plumbing. The water valve at the street that controlled the pipe to the house was quickly turned. That pipe had ruptured approximately 20 feet before its entry into the house.

In retrospect, there was a blip in our bill sent following the December meter reading and then the meter reading in February was essentially off the charts. Our water bill documented there must have been an underground leak for several months. That became apparent when the buildup of ground water pressure erupted through our driveway. We immediately addressed the leak at that moment we became aware. None of the water we were understandably billed for, ever entered our home but was returned to ground water. We had not been in the house since early in the Fall of 2016.

The city did provide the maximum relief of the initial billing, as per city guidelines for which we are appreciative. We understand the Gearhart City Council has the discretion to further adjust our bill to within our historic usage range. We trust the Council appreciates we acted immediately once we knew a leak was present and took immediate corrective action.

In advance, we wish to thank the Council for their thoughtful consideration of our request.

Sincerely



Kate and David McCarron