

**Subject:** Re: Checking In-Water Leak

**Date:** Sunday, March 1, 2020 at 12:01:47 PM Mountain Standard Time

**From:** David Schmutz

**To:** interlakenclerk@gmail.com

Good morning Bart.

First of all we'd like to thank you and our council members for your tireless efforts in keeping our community safe and secure, and in helping to insure that we maintain the unique character of our community.

We also understand the limited resources available to manage and address the needs of our community. The need for maintaining our roadways is clearly apparent and is a huge ongoing expense, not only for access but for safety. Maintaining the quality and quantity of water supply is also critically important. We all want to be good stewards and I'm sure we all do whatever we can to avoid waste of this critical community resource. Just like water quality, leak detection and resolution should be, and is, a critical community objective. Besides vigilance, for the property owner the only objective method for monitoring for leaks is monitoring for unusual usage. I know resources are limited but if our meters are only normally read and reported annually, it makes effective proactive leak detection impossible. I've spent more time over the last couple of years staring into the meter well than I have in the previous 50! The only thing that I have learned so far is not how much water we've used, but whether at any given moment, the meter is running or not running.

Because of current municipal budgetary and technical limitations, it somehow seems to me to be patently unfair to tag the unsuspecting property owner, especially a part time resident, with an annual usage surcharge after the fact. My wife and I always try to be good neighbors and when made aware, we have spent thousands of dollars over the last couple of years managing our domestic water system to avoid waste. We will continue to make every reasonable effort to do that and hope that in light of our current municipal budgetary and technical limitations, that that commitment is acceptable to the council. Short of somehow training every property owner to be a *Junior Water Master*, I'm afraid that I'm at a loss to suggest a more reasonable or adequate solution.

Once again, thanks for listening Bart and our best to you and your family!

David and Laura Schmutz

In a message dated 2/29/2020 2:02:15 PM Pacific Standard Time, interlakenclerk@gmail.com writes:

Hi David-

I completely understand, and I'm putting this issue on the council agenda for this Monday's meeting. Our goal, and budgeted plan, has been to replace our old meters with updated ipearl meters that can be read digitally with a wand outside the pit, without removing the pit cover. This would mean we could perform more frequent readings in order to check for leaks etc. Our 2 water masters, who are woefully underpaid, but extremely overqualified, manage our system and do the annual readings. We our very happy with their work and responsiveness. For what they are paid, we couldn't ask them to read meters monthly, and this is not something the town council is currently considering. Monthly readings and monthly billings would add massive time and expense for a town which is living off a tight budget. However, by employing this remote meter reading capability, it would be much easier to check meters upon request. I think that's probably where we are headed. I can update you after the council discussion. We could automate the entire process of course by stringing sensors throughout town, but I don't feel there is the support for that kind of spending. We have real issues with our roads - they are showing their age and need prompt attention. Road repair and asphalt replacement is by far the biggest expense facing the town. There are safety issues related to that as well which make it an even higher priority. So my question is - would you be okay with having the option of getting a reading on demand? Or were you wanting something else? Thanks for bringing this up.

Bart Smith  
Interlaken Town Clerk  
(435) 565-3812

On 2/28/20, 9:21 PM, "DAVID SCHMUTZ" <[deesmooz@aol.com](mailto:deesmooz@aol.com)> wrote:

Thanks Bart.

Of course we all want to avoid wasting our precious water resources. Obviously it's much easier for a property owner, especially a part time resident, to take steps to modify use and to identify and avoid waste when he receives a monthly or bi-monthly water bill, rather than an annual bill.

I understand that about half of our neighbors are part time residents. For those of us who are part timers, you would normally expect that our annual water use to be less than our full time neighbors. I know our town resources are limited, and I don't know how often the water meters are read, but for us "part timers" who are not able to personally monitor our meters, it would be particularly helpful if there was a way to be alerted when it appears that our water usage is extraordinarily high, other than by the annual water bill.

Since I don't understand our municipal water management process, I'm sorry that I'm at a disadvantage in offering solutions. However we are hoping that we can find a more reasonable solution for our part time residents other than having to consider hiring a third party to periodically read our meters so that they can effectively and proactively monitor and manage their water usage.

We would appreciate the council's understanding and consideration.

Thank you,  
David and Laura Schmutz  
360 Bern Way

> On Feb 28, 2020, at 3:56 PM, Bart Smith <[interlakenclerk@gmail.com](mailto:interlakenclerk@gmail.com)> wrote:

>

> Thanks David, glad you were able to find the leak - I've alerted the water masters. We will discuss a water overage forgiveness strategy at the next council meeting on Monday. I will let you know what happens there.

> I'll send out your bill once we get that policy in place.

> Thanks,

> Bart Smith

> Interlaken Town Clerk

> (435) 565-3812

>

> On 2/28/20, 3:28 PM, "DAVID SCHMUTZ" <[deesmooz@aol.com](mailto:deesmooz@aol.com)> wrote:

>

> Hello Bart. We're back in San Diego but before we left, thanks to your suggestion, I think we found the source of our leak and repaired it. It does appear that the source of our leak was a downstairs toilet.

> I checked the meter again before we left and it appears that that was it. When he has the opportunity, could you ask the Watermaster to please take a look at our meter a couple of times over the next few weeks to make sure we've solved the problem, and please let us know immediately if it appears that we still have a leak.

> Thank you very much for the help and the heads up Bart!

> David Schmutz

> (858) 245-9671

> 360 Bern Way

>

>

>



Interlaken Town  
P.O. Box 1256  
Midway, UT 84049  
(435) 565-3812

## **Interlaken Town Water Forgiveness Program**

### **Who is eligible?**

Residential customers may apply for the culinary water forgiveness program. Customers must be current on their water bill for prior years to be considered for this program.

### **Which utilities are eligible for forgiveness?**

This water forgiveness program applies to Interlaken Town culinary water only. It does not apply to utilities provided by Midway City or Wasatch County.

### **What circumstances qualify for water forgiveness?**

This program is available for customers who have a significant water break or leak in their culinary water system that causes their annual water usage to exceed the 10,000 gallons per month allotment by more than 3,000 gallons per month. If, for example, a customer's 12 month usage exceeded 12x13,000 gallons = 156,000 gallons, they could qualify for water forgiveness.

Documentation and/or proof of leaks and subsequent repairs are required to be provided prior to approval.

### **How often will an exemption be granted?**

An exemption may be granted for culinary water once every 36 months. 36 months must have passed since the last time the customer used this program.

### **How much of my bill can be forgiven?**

Overage water rates for Interlaken Town are set by town ordinance. Water usage exceeding 10,000 gallons per month averaged over the billing period is considered overage. Each overage gallon is charged a fee. There are currently 4 brackets that specify the overage charge per gallon for that overage amount. As total overage increases and exceeds the limit of a bracket, the additional overage is charged a higher rate per gallon.

The water forgiveness program limits the per gallon charge for overage to the lowest overage rate set by the ordinance. The water forgiveness program does not apply relief towards the base water rate established by ordinance.

### **When do I have to apply for the exemption?**

Customers must complete this form and apply for the exemption within 30 calendar days of your annual water bill's due date.

### **What happens if I already paid my bill?**

If you have already paid your annual bill in full, you may still request forgiveness as long as it is requested within 30 days of your annual water bill's due date. If approved, you will be refunded the amount of the forgiveness.

## Interlaken Town Water Forgiveness Program

If you qualify for this program, please complete the following form and submit it to:

Interlaken Town Clerk  
PO Box 1256  
Midway, UT 84049  
[interlakenclerk@gmail.com](mailto:interlakenclerk@gmail.com)  
(435) 565-3812

Name: \_\_\_\_\_

Interlaken Address: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Phone Number: \_\_\_\_\_

Email: \_\_\_\_\_

Approximate date leak detected: \_\_\_\_\_

Approximate date leak repaired: \_\_\_\_\_

Explain the nature of the water leak: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Please attach any records, service invoices, or other evidence that demonstrate that the leak has been repaired.

**INTERLAKEN TOWN, UTAH**  
**WATER OVERAGE FORGIVENESS PROGRAM**  
**March 2, 2020**

RESOLUTION NO. 2020-03-02B

A RESOLUTION ESTABLISHING A WATER FORGIVENESS PROGRAM FOR  
INTERLAKEN LOT OWNERS WITH EXCESSIVE WATER CONSUMPTION  
OVERAGES DUE TO BREAKS OR LEAKS IN THEIR CULINARY WATER  
SYSTEM

WHEREAS, Interlaken Town bills lot owners annually for their consumption of culinary water from the Interlaken Town water system based on one annual meter reading; and

WHEREAS, Interlaken Town charges additional overage fees for consumption exceeding the base annual usage allotment; and

WHEREAS, Interlaken lot owners may be subject to large overage fees due to an undetected leak in their culinary water system which only can be detected by the annual meter reading; and

WHEREAS, Interlaken Town is within its rights to offer a reduction in that overage fee provided the lot owner has repaired the leak in their culinary system;

NOW, THEREFORE, it is hereby RESOLVED, that the Town Council of Interlaken, Utah, establishes a Water Overage Forgiveness Program for the purpose of reducing overage charges to lot owners who meet the terms of the program as set by the Town Council:

APPROVED AND ADOPTED this 2nd day of March, 2020.

TOWN OF INTERLAKEN

\_\_\_\_\_  
Mayor: Gregory Harrigan

(Seal)

ATTEST:

\_\_\_\_\_  
Town Clerk: Bart Smith

**INTERLAKEN TOWN, UTAH**  
**LOT OWNERSHIP TRANSFER FEE**  
**March 2, 2020**

RESOLUTION NO. 2020-03-02A

A RESOLUTION AMENDING THE LOT OWNERSHIP TRANSFER FEE  
RESOLUTION AND REPLACING RESOLUTION NO. 2017-05-08A IN ITS  
ENTIRETY

WHEREAS, Interlaken Town is burdened by administrative costs associated with entering a new lot owner's contact information into its accounting system and town database; and

WHEREAS, Interlaken Town has instituted a policy whereby lots that are connected to the Interlaken Town water system will require a meter reading when that lot transfers ownership; and

WHEREAS, Interlaken Town will bear the cost of an additional meter reading for transfer of ownership of a lot connected to the Interlaken Town water system; and

WHEREAS, Interlaken Town is within its rights to charge a fee for such purposes;

NOW, THEREFORE, it is hereby RESOLVED, that the Town Council of Interlaken, Utah, for transfer of ownership of a lot which is not connected to the Interlaken Town water system establishes a fee of \$50 to be paid by the new titled lot owner to Interlaken Town, upon closing of each purchase of that lot within the Town of Interlaken, and that the Town Council of Interlaken, Utah, for transfer of ownership of a lot which is connected to the Interlaken Town water system establishes a fee of \$150 to be paid by the new titled lot owner to Interlaken Town, upon closing of each purchase of that lot within the Town of Interlaken

APPROVED AND ADOPTED this 2nd day of March, 2020.

TOWN OF INTERLAKEN

\_\_\_\_\_  
Mayor: Gregory Harrigan

(Seal)

ATTEST:

\_\_\_\_\_  
Town Clerk: Bart Smith

## Interlaken Town Building Permit &amp; Grading Permit Projects &amp; Status Update

New Town Engineer on Contract – T-O Engineers (Contact Ryan Taylor, P.E., Project Mgr.), 2211 W 3000 S Suite B, Heber, UT 84032, 435-315-3168

Lot #	Project Address/ Owner	Project Type & Project #	Permit Fees & Deposits Paid	Permit Issued	Project Status Update	Requires Town Clerk Assistance (i.e., Check on Fee & Deposit payments, Outstanding TO/Epic Invoice Status Payment, etc.)?	CO Issued	Comments
112	324 W. Burn Way - Daines Property	New Residence (Epic # 18IKB001)	Yes	Yes	Project progressing and near completion. Owner Contacted Epic to schedule their final inspection.			Ready for Final Inspection in March
115	330 W. Burn Way - Howard Property	New Residence (Epic # 16IKB002)	Yes	Yes	Ongoing. No update			
11	272 Jungfrau Hill Rd. - Sheldon Property	New Residence (Epic #18IKB002)	Yes	Yes	CO to be Issued by Epic.	Verified	Yes (by Epic)	
12	281 St. Moritz Rd. - Southwick Property	Grading Permit (Epic # 19IKB008)	Yes	Yes	Grading Permit Issued. <b>Project COMPLETED</b>	Verified	N/A	
43	267 W. St. Moritz Rd. Gladwin Property	Garage Project (Epic # 18IKB003)	Yes	Yes	<b>COMPLETED</b>	Verified	Yes (by Epic)	They paid their outstanding balance of \$975 (from Epic Invoice# 20106524) directly to Epic.
198	253 Interlaken Dr - H.M. Ball Property	New Residence (Epic # 19IKB003)	Yes	Yes	Project progressing.			
129	33 Interlaken Dr. - Chris Wilcox Property.	New Residence (Epic# 19IKB002)	Yes	Yes	Project progressing.	1) Check on Road Pavement Repair Bill (for future road deposit deduction)	Yes (by Epic)	PC to review concrete washout (non-compliance) issue as soon as the snow melts.
29	308 Interlaken Dr. - McNaughton/Beebe	Garage Project (Epic # 18IKB004)			<b>COMPLETED - BUT HAS OUTSTANDING INVOICE THAT REQUIRES OWNER PAYMENT.</b>	1) Requires Town to issue Property Owner an invoice for \$500	Yes (by Epic)	CO Issued on 1/24/2020. The outstanding \$500 Invoice was issued to the Town by Epic (after they issued the CO).
29	308 Interlaken Dr. - McNaughton/Beebe	Remodel Project (Epic # 19IKB004)	Yes	Yes	<b>COMPLETED</b>	Verified	Yes (by Epic)	No Outstanding Fees. CO Issied on 1/20/2020 by Epic

Lot #	Project Address/ Owner	Project Type & Project #	Permit Fees & Deposits Paid	Permit Issued	Project Status Update	Requires Town Clerk Assistance (i.e., Check on Fee & Deposit payments, Outstanding TO/Epic Invoice Status Payment, etc.)?	CO Issued	Comments
161	252 Interlaken Dr. Nick Penman	Remodel Project Epic # 19IKB005	Yes	Yes	Customer is requesting a CO, but did not schedule a final inspection with Epic.			PC sent Contractor & Owner an email on 2/17/2020 informing them to schedule inspection directly with Dave Colette.
39	275 St. Moritz Rd. Mason Osborne	Remodel Project (Epic # 19IKB007)	Yes	Yes	Progressing			
172	355 Bern Way Ekstrom Project	Pavement & Landscaping Project (Epic #19IKB006)	Yes	Yes	Progressing - Final Inspection planned for March		N/A	No CO is required for pavement/Landscaping projects). Epic stated that the \$750 balance was paid at last Interlaken payment, and they show no outstanding balance.
65	315 Jungfrau Rd. John Barton	Deck Extension & Carport Project (Epic# 19IKB009)	NO	NO	Epic provided customer an estimate of expected inspection fees (\$2,777.50 – Initial Epic Estimate). Epic sent updated estimate to Mr. Barton on 10/21/19 & 2/10/20, both reflecting a reduced permit fees estimate of \$1975. Mr. Barton requested TO Engineers provide an updated estimate of Inspection Fees.	Request Town Council Review Deposits for this project to determine appropriate Town Deposit for this project scope.		1) Customer Received Epic's Permit Review Fee. Customer must pay Permit Review Invoice (for work performed by Epic) and must pay Estimated Inspection Fees (pursuant to TO Estimate) & Town Deposits Prior to Epic Issuance of the Building Permit. and TO Engineers performance of any inspections. 2) TO Engineers is preparing updated Inspection Fees Estimate for this project.
111	259 Matterhorn Cir Kevin Parsons	Electric Power Underground (19IKB010)	??	N/A	COMPLETED	Did we pay (or need to pay) Epic To Review This Drawing Submission?	N/A	Epic Reviewed Heber Power & Light Proposed Electric Power Underground Project to support Lot # 111
111	259 Matterhorn Cir. Kevin Parsons	New Residence (Project # to be issued by TO Engineers)	??	NO	Plan Drawing Review Ongoing (Outstanding Issues: 1) Retaing Wall Details & 2) Geotechnical Report with Hazzard Analysis < 3 Years Old).	Verify Permit Fees & Deposits been paid.		PC Sent the 1st PC Plan Review comments to the Architect in 12/26/19. PC Sent 2nd Plan Review Comments to the Architect on 2/10/2020 (for 2 <sup>nd</sup> Drawing Submission). Only 2 outstanding comments apply.