

**A RESOLUTION AUTHORIZING AN ADJUSTMENT TO
TOWNSHIP CUSTOMER(S)
FOR THEIR WATER-SEWER UTILITY ACCOUNT**

WHEREAS, pursuant to Chapter 352-12 of the Township Code – all claims for a deduction from sewer/water bills shall be made in writing to the Mayor and Council of the Township of North Brunswick which has full power to determine such claims; and

WHEREAS, the following Township customer(s) requested a credit/refund/adjustment for the circumstances provided:

| Account | Explanation | Amount |
|---------|--------------------------|----------|
| 22255-0 | One-time Leak Adjustment | \$446.95 |

NOW THEREFORE, BE IT RESOLVED, on this 20th day of November 2023, the Township Council of the Township of North Brunswick does hereby authorize a refund for the account listed herein above.

Justine Progebin
Business Administrator

Ronald Gordon, Esq.
Township Attorney
Approved as to legal form

RECORDED VOTE:

| COUNCIL MEMBER | YES | NO | ABSTAIN | NOTES |
|----------------|-----|----|---------|-------|
| HUTCHINSON | | | | |
| GUADAGNINO | | | | |
| ANDREWS | | | | |
| DAVIS | | | | |
| SOCIO | | | | |
| MEHTA | | | | |
| MAYOR WOMACK | | | | |

I hereby certify that the above Resolution was duly adopted by the Township Council of the Township of North Brunswick, County of Middlesex, at its meeting held on November 20, 2023.

Lisa Russo
Township Clerk

Jordan Pensak

From: Anna Yeung <anna.yeung2@gmail.com>
Sent: Thursday, October 05, 2023 2:19 PM
To: Jordan Pensak
Cc: TWPNBwater
Subject: Re: Water Bill Leak Adjustment

Got it, thank you! I am already signed up for the leak alerts; unfortunately, I only did so after I received my first very high bill. The month afterwards was just me trying to figure out where the leakage was until I spoke to the representative from the water department.

Thanks,

Anna Yeung
330-984-9060

On Thu, Oct 5, 2023 at 2:14 PM Jordan Pensak <jpensak@northbrunswicknj.gov> wrote:

Additional, the township recommends residents sign up for watersmart through the township website. It is a free portal that helps residents track the usage and you can also sign up for leak alerts.

[WaterSmart Program](#) | [WaterSmart Program](#) | [AccountLookup](#)

Jordan Pensak

SENIOR ACCOUNT CLERK

WATER/SEWER BILLING DEPARTMENT

TWPNBWATER@NORTHBRUNSWICKNJ.GOV

HOURS: MONDAY-FRIDAY 8:30 TO 4:00

OFFICE: 732-247-0922 EXT 458

From: Anna Yeung <anna.yeung2@gmail.com>
Sent: Thursday, October 05, 2023 1:53 PM
To: Jordan Pensak <jpensak@northbrunswicknj.gov>
Cc: TWPNBwater <TWPNBwater@northbrunswicknj.gov>
Subject: Re: Water Bill Leak Adjustment

I completely understand - thank you again for your help!

Hoping for good news.

Have a wonderful rest of your week!

Regards,

Anna Yeung

330-984-9060

On Thu, Oct 5, 2023 at 1:49 PM Jordan Pensak <jpensak@northbrunswicknj.gov> wrote:

I don't need anything further, I will use our emails as the written request.

I can add it into your request that council attempt to look into Pultes' faulty toilet issue further, but I do believe it is a civil matter between the construction company and the residents in those homes.

Jordan Pensak

SENIOR ACCOUNT CLERK

WATER/SEWER BILLING DEPARTMENT

TWPNBWATER@NORTHBRUNSWICKNJ.GOV

HOURS: MONDAY-FRIDAY 8:30 TO 4:00

OFFICE: 732-247-0922 EXT 458

From: Anna Yeung <anna.yeung2@gmail.com>

Sent: Thursday, October 05, 2023 1:43 PM

To: Jordan Pensak <jpensak@northbrunswicknj.gov>

Cc: TWPNBwater <TWPNBwater@northbrunswicknj.gov>

Subject: Re: Water Bill Leak Adjustment

Hi Jordan,

I completely understand and thank you for your assistance with this. Is there anything I need to do in order to submit this to the council for further adjustment?

I called the water department a couple weeks ago and the representative I spoke with told me that several homes in the Pulte construction development had the same issue with their toilets leaking, causing super high water bills in several homes. I was hoping that with this incident, we can bring more awareness and let homeowners know beforehand that this is an issue prior to the leakage and bill increase. At this point anything helps!

Thanks,

Anna Yeung

330-984-9060

On Thu, Oct 5, 2023 at 1:15 PM Jordan Pensak <jpensak@northbrunswicknj.gov> wrote:

On my end, unfortunately I can't do anything. I can submit it to council for an additional adjustment if you would like. Council has to approve the adjustment at a meeting, which can take anywhere from a month to 3 months.

Jordan Pensak

SENIOR ACCOUNT CLERK

WATER/SEWER BILLING DEPARTMENT

TWPNBWATER@NORTHBRUNSWICKNJ.GOV

HOURS: MONDAY-FRIDAY 8:30 TO 4:00

OFFICE: 732-247-0922 EXT 458

From: Anna Yeung <anna.yeung2@gmail.com>
Sent: Thursday, October 05, 2023 1:08 PM
To: Jordan Pensak <jpensak@northbrunswicknj.gov>
Cc: TWPNBwater <TWPNBwater@northbrunswicknj.gov>
Subject: Re: Water Bill Leak Adjustment

Good Afternoon Jordan,

Thank you so much for your assistance!

Between July and August, our bill accumulated over \$800, which is nearly 6 times what we normally pay. I completely understand the leakage falls under our accountability, but I was just wondering if there is anything you can do to help us out with adjusting our previous bills a little more.

Thanks in advance!

Regards,

Anna Yeung

330-984-9060

On Thu, Oct 5, 2023 at 9:31 AM Jordan Pensak <jpensak@northbrunswicknj.gov> wrote:

Good morning,

Your one-time leak adjustment of \$272.15 has been applied to your account. You now have a credit of \$194.32. I will be sending you a revised bill in the mail.

Jordan Pensak

SENIOR ACCOUNT CLERK

WATER/SEWER BILLING DEPARTMENT

TWPNBWATER@NORTHBRUNSWICKNJ.GOV

HOURS: MONDAY-FRIDAY 8:30 TO 4:00

OFFICE: 732-247-0922 EXT 458

From: Jordan Pensak <jpensak@northbrunswicknj.gov>

Sent: Friday, September 29, 2023 3:42 PM

To: Anna Yeung <anna.yeung2@gmail.com>; TWPNBwater <TWPNBwater@northbrunswicknj.gov>

Subject: RE: Water Bill Leak Adjustment

Once the bill is generated for this months consumption, I will work on the adjustment and let you know the new balance.

Jordan Pensak

SENIOR ACCOUNT CLERK

WATER/SEWER BILLING DEPARTMENT

TWPNBWATER@NORTHBRUNSWICKNJ.GOV

HOURS: MONDAY-FRIDAY 8:30 TO 4:00

OFFICE: 732-247-0922 EXT 458

From: Anna Yeung <anna.yeung2@gmail.com>

Sent: Friday, September 29, 2023 3:17 PM

To: TWPNBwater <TWPNBwater@northbrunswicknj.gov>

Subject: Water Bill Leak Adjustment

Hello,

My name is Anna Yeung. I am a resident at 41 Audley Street, North Brunswick, NJ 08902.

Our home recently experienced a water leakage approximately between Monday, July 10, 2023 to Saturday, September 2, 2023. We were unaware that there was an actual leak for several weeks due to thinking we were just billed incorrectly because our neighborhood had installed a new irrigation system during the same time. After speaking with a representative from the water department, we were made aware that several residents in the Pulte construction neighborhood experienced a leakage in the toilets. When we did the initial toilet leakage check on our 5 toilets, we did not detect any droppage in the water line after shutting off the water supply. However, we got all the flappers in each toilet replaced anyway. We see now that our water usage has returned back to normal after replacing the flappers.

If possible, we would like to use our one-time leak adjustment accommodation during this time frame. Please let me know if I need to provide any additional documentation. Thank you in advance!

Regards,

Anna Yeung

330-984-9060

MONTHLY CONSUMPTION ANALYSIS
September 1, 2022 - September 30, 2023

HUDA HOME LLC
Account Number: 22255 0
Address: 41 AUDLEY STREET
MIU ID: 1567372544
Meter ID: 10761267
Unit of Measure:

| Date | Consumption |
|----------------------------|-------------|
| Sep '23 | 4,503.40 |
| Aug '23 | 29,082.40 |
| Jul '23 | 20,515.20 |
| Jun '23 | 4,266.80 |
| May '23 | 5,155.20 |
| Apr '23 | 5,336.20 |
| Mar '23 | 5,912.50 |
| Feb '23 | 5,497.50 |
| Jan '23 | 5,730.30 |
| Dec '22 | 3,590.80 |
| Nov '22 | 5,036.40 |
| Oct '22 | 5,491.80 |
| Sep '22 | 4,822.90 |
| Normal Monthly Average | 5031.25 |
| Total During Leak | 49,597.60 |
| Months of Leak | 2 |
| Normal Monthly Average | 5031.25 |
| Normal Use During Leak | 10062.51 |
| Total During Leak - Normal | 39,535.09 |

As Billed Gallons Monthly Rate

| Billed at Tier 1 (0-3,000) | Billed at Tier 2 (3,000-9,000) | Billed at Tier 3 (over 9,000) |
|----------------------------|--------------------------------|---------------------------------|
| TIER 1 | TIER 2 | TIER 3 |
| Consumption | Consumption | Consumption |
| - Usage Tier 1 0.004341 | - Usage Tier 2 0.007812 | 39,535 Usage Tier 3 0.008680 |
| - Water | - Water | 343.16 Water |
| - Usage Rate 0.006657 | - Usage Tier 2 0.008273 | 39,535 Usage Tier 3 0.009509 |
| - Sewer | - Sewer | 375.94 Sewer |
| Service Fee Tier 1 - | Tier 2 - | Service Fee Tier 3 - |
| Total Billed | Total Billed | Total Billed |
| 39,535 | 719.10 | 719.10 |

| | |
|---------------------|-----------|
| Leak Amount | 39,535.09 |
| Normal Use | 10,062.51 |
| Billed Tiers | 3,000.00 |
| Leak Credit Gallons | 6,000.00 |
| | 1,062.00 |
| | 39,535.09 |

| | |
|--------|--------------------------|
| 719.10 | Excess Usage Charges |
| 272.15 | Tier Adjustment Given |
| 446.95 | Council Requested Amount |