

# City of Ann Arbor Response to Executive Order 2020-28-Water Utility Shut Offs

On March 10, 2020, the Michigan Department of Health and Human Services identified the first two presumptive-positive cases of COVID-19 in Michigan. On March 11, Interim City Administrator Tom Crawford instructed staff to suspend all utility shut offs for non-payment and restore service to any accounts that were already shut off for non-payment.

## Account of Efforts Made to Determine Status of Shutoffs:

Staff has identified 34 accounts that have been shut off due to non-payment.

- 18 accounts have been certified by the building department as vacant.
- 1 account is for a meter not servicing a residence.
- 4 accounts have been restored.
- 3 accounts are vacant residences.
- 8 accounts have not responded.

Staff has identified 46 accounts that were in a shutoff status as a result of account holders performing maintenance.

- 35 accounts have been confirmed as vacant.
- 1 account is for a meter no longer in service.
- 4 accounts have been restored.
- 5 accounts have not yet responded.
- 1 occupied residence has repeatedly refused to have water service restored. This situation will be referred to our housing inspection unit for follow up.

Where no response has been received from account holders or residents, we are making the following efforts to make contact:

- Phone calls and voice messages where an active phone number is available.
- Letters mailed first class to both the service address and the account holder's address.
- Tag the door of the residence.
- NOTE-It is likely that those that have not responded are unoccupied. With the University of Michigan closing in March, many tenants have likely moved out. Efforts will continue to confirm the occupancy status for any accounts where contact has not been made.

We also provide water service to Ann Arbor, Pittsfield, and Scio Townships. Staff has confirmed that they do not have any customers in a shut off status due to non-payment.

## Number of Occupied Residences That Do Not Have Water Service as a Result of a Shutoff:

As of April 1, 2020, we have not identified any occupied residences that do not have water service as a result of a shutoff for non-payment. There is 1 occupied residence that has refused to have water service restored as a result of a broken pipe 4 years ago. This situation will be referred to our housing unit for further investigation.

## Certification of best efforts:

To the best knowledge of City Staff:

- Best efforts have been exercised to determine which occupied residences within the service area do not have water service.
- No occupied residences have their water service shut off due to non-payment.
- Water service has been reconnected for all occupied residences that can be reconnected without creating a risk to public health.
- Best efforts have been made to remedy conditions that prevent reconnection due to a risk to public health.