

ORDER

WHEREAS, The City of Chicago Department of Water Management has an unresolved billing issue with Diane Carli and her property located at 5434 South Wolcott Avenue in the New City community; and,

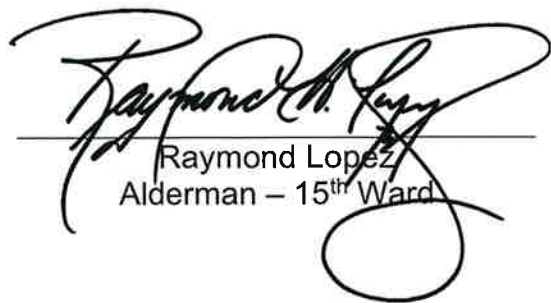
WHEREAS, The Department of Water Management and the Law Department have both advocated that, despite a faulty meter and billing that shows zero use pre- and post-installation of said singular faulty meter, resulted in a water bill totaling \$238,832.90 as of August 31, 2025; and,

WHEREAS, The aforementioned departments along with the City Comptroller and Department of Finance inspected the property with Ms. Carli and her daughters, realizing that it was physically impossible that 500,000 gallons of water were used monthly for a year without damaging the building or surround area; and,

WHEREAS, The City Council recently passed into law an amendment to the Municipal Code that allows for the City Comptroller to, in instances of potential billing error, the ability to make the common sense corrections based on the six months of previous billing history; now, therefore,

BE IT ORDERED BY THE CITY COUNCIL OF THE CITY OF CHICAGO, that the City Comptroller of the City of Chicago is hereby directed to activate the provisions of MC 11-12-470 Leak Relief Pilot Program and issue the appropriate and correct billing for 5434 South Wolcott Avenue of \$0.00 as recorded in the twelve months before meter installation and subsequent months in second installation meter readings; and,

BE IT FURTHER ORDERED BY THE CITY COUNCIL OF THE CITY OF CHICAGO, that the Committee on Economic, Capital & Technology Development hereby hold hearings to allow all Chicagoans with similar situations to come and share their stories with Members of the Committee that representatives of the Department of Water Management, Law and Finance will be on hand to hear from as well.



Raymond Lopez
Alderman – 15th Ward



Gilbert Villegas
Alderswoman – 36th Ward