

Petition Complaint Regarding Sewer Services in Leisure Lake, Jackson County

To: Jackson County Board of Supervisors

We, the undersigned residents of Leisure Lake in Jackson County, hereby submit this formal complaint regarding the ongoing and unacceptable issues with the sewer services provided to our community. After multiple attempts to address these concerns informally, we are left with no choice but to raise these matters in a formal capacity. The following issues are impacting residents' financial well-being and quality of life, and we demand immediate attention and corrective action.

1. Excessive Charges and Service Disparity

Residents of Leisure Lake are currently being charged approximately \$70 per month for sewer services. In comparison, other communities in Jackson County pay between \$40 and \$80 per month for at least two services (water and sewer). This significant cost disparity is unjustifiable, particularly given that Leisure Lake residents receive far fewer services. Moreover, property owners are additionally burdened with paying the electric costs to operate the sewer system, bringing their total monthly costs to more than \$70. This excessive cost and lack of value for services rendered must be addressed immediately.

2. Monopoly and Lack of Service Flexibility

Leisure Lake residents are essentially trapped in a monopoly with the current sewer provider. We are not permitted to install alternative sewer systems, nor can we opt out of the service when it is not needed. Unlike other communities in Jackson County that have the ability to adjust their service levels, Leisure Lake residents are locked into continuous service and billing. For seasonal property owners, this is especially burdensome, as they are required to keep the sewer system running year-round—often at their own expense—despite not needing the service during the off-season. One such resident, who acts as the hub for sewer services in the area, is forced to cover the electric costs of running the system for others while still paying the full monthly sewer fee. This practice is financially inequitable and demands immediate reform.

3. Charges for Unused Sewer Systems

There have been cases where parts of the sewer system, which were no longer in use, were removed from certain properties, yet residents were still charged the full monthly sewer fee. This is both misleading and unjust, as it constitutes charging residents for services they no longer receive. This practice is financially burdensome and should be rectified immediately.

4. Broken Promises and Rising Costs

When the sewer systems were first installed, residents were assured that their monthly fees would not exceed \$55. However, the current monthly charges have risen to \$70, and the number of sewer systems has increased without any clear justification for this price hike. These rising costs directly contradict the promises made at the time of installation and should be revisited for fairness and transparency.

5. Out-of-County Billing

The sewer services are billed by a company located in Dubuque County, which raises significant questions about the transparency and accountability of this billing process. Why are Jackson County residents being billed by an entity outside the county? Keeping these funds within Jackson County would not only support the local economy but also foster greater transparency and accountability in the billing process.

6. Lack of Billing Transparency and Paperless System Fees

Our monthly bills are identical each month, with no clear explanation for the fixed charges. In addition, since the transition to a paperless billing system, residents are charged an additional fee to request a paper invoice. This is an unnecessary and unreasonable practice that adds to the already excessive costs faced by residents. We believe

that local management of the billing system could reduce these unnecessary fees and improve transparency.

7. Lack of Adequate Representation

We are deeply concerned that our local government has not adequately addressed these issues or taken steps to represent the best interests of Leisure Lake residents. The lack of action on these issues is unacceptable, and we urge our representatives to take immediate steps to advocate for fair and affordable sewer services for our community.

Request for Immediate Action

In light of the above concerns, we formally request the following actions:

1. A full investigation into the fairness and justification of current sewer charges for Leisure Lake residents.
2. A review of the billing structure to ensure that residents are only charged for services they are receiving, and that any unnecessary fees, including those for paperless billing, are eliminated.
3. Immediate adjustments to allow residents, particularly seasonal property owners, to have the flexibility to shut off or modify their sewer service when it is not needed.

4. A transparent explanation for the involvement of an out-of-county billing entity, and a review of whether this practice is in the best interest of the residents of Jackson County.
5. A commitment to holding the service provider accountable for their promises and pricing, and ensuring that all fees align with the original agreement made with the community.

We trust that our concerns will be taken seriously, and we expect a prompt response detailing the steps that will be taken to resolve these issues.

Sincerely,

Curtis E Larson

Leisure Lake Property Owner

319-361-6988


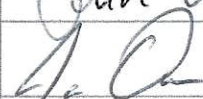

Leisure Lake Property Owners Association

See attachments

Signatures of Concerned Residents included

Petition to Lower Sewer Bill for Leisure Lake Property Owners

Petition summary and background	Sewer costs for Leisure Lake Property Owners
Action petitioned for	We, the undersigned, are concerned citizens who urge our leaders to act now to review and lower sewer costs for Leisure Lake Property Owners. All surrounding communities pay a rate of \$60-\$80 per month which includes 2 services (water & sewer). We are only receiving 1 service (sewer) for the same amount of money.

Printed Name	Signature	Address	Comment	Date
Rick Thompson		23204 Lake Shore Dr		5/23/25
Ted-Cheri Simon		9801 Patterson dr		5/23/25
Joan O'Neill	Joan O'Neill	10007 Birch		5/23/25
Jason Anderson		22202 Spruce St		5/23/25
Stacy Hubank	Stacy Hubanks	22401 Lake Dr		5.23.25
Wendi Anderson	Wendi Anderson	22202 Spruce St.		5.23.25
Choi's Stender		10204 Lakeview		5/23/25
Michel Theissen	Michel The	23508 Lake shore Dr		5/23/25
Mark Kilgore	Mark Kilgore	9501 Birch St		5/23/25
Lorin Ahlers	Lorin Ahl	22103 Lakeshore Dr.		5/23/25
Kerrie Winkler	Kerrie Winkler	23209 Lake Shore DR		5/24/25

Printed Name	Signature	Address	Comment	Date
Mary Jane Lamey	Mary Lamey	8311 LEISURE LK RD	SO needed	5/23/25
DONALD Woolley	Donald Woolley	23700 Collins Dr.		5/23/25
Marshall	Marshall	10106 L... St.		5-23-25
Linda Gross	Linda Gross	22706 Lakeshore		5/23/25
Deb Bartell	Deb Bartell	23404 E Circle Dr		5/23/25
Jared Bartell	Jared Bartell	23403 E Circle Dr		5/24/25
Cathy Brenner	Cathy Brenner	23007 W. Circle Dr.		5-23-25
Shari & Jeff Bush	Shari A Bush	10105 Cedar St		5/23/25
Jean Gross	Jean Gross	9606 Bush St		5/23/25
Joyce Hirsch	Joyce Hirsch	Apache Dr		5/23/25
Joan Gansner	Joan Gansner	High St		5/23/25
Bob Gansner	Bob Gansner	High St		5/23/25
JAMES MCKENNA	James McKenna	20303 APACHE TRAIL		5/23/25
Alan LuGrain	A			
Alan LuGrain	alan LuGrain	10000 Pear St		5-25-25
Cynthia King	Cynthia King	9200 Ash St Bernard IA 52032		5.25.25

Printed Name	Signature	Address	Comment	Date
Theresa Thompson Ann Stover	Theresa Thompson Ann Stover	23209 Lakeshore Dr 9888 9811 Leisure Lake Rd.		5-25-25
Duane A Schuch	Duane A Schuch	21709 Lakeshore Dr		5-25-25
Zachary Waller	Zach Waller	23301 Collins Drive		5-25-25
Ed Smith	Ed Smith	Ed 23200 LAKE SHORE DR		5-25-25
WILLIAM McNE	Wm McNE	20604 ARAUC DR.		5-25-25
Frankie Marshall	Frankie Marshall	10100 Rock DR		5-25-25
George Billmeyer	George Billmeyer			5-25-25
Heather Billmeyer	Heather Billmeyer	23706 E Circle Dr		5/25/25
Erick Billmeyer	Erick Billmeyer	10405 Leisure Lake Rd		5/25/25
Delilah Hammer	Delilah Hammer	10100 Rock DR		5-25-25
Mary Bellmeyer	Mary Billmeyer	23706 Lakeshore Dr.		5/25/25
Leslie Billmeyer	Leslie Billmeyer	10405 Leisure Lake Rd		5/25/25
Ray Phelps	Ray Phelps	23306 Lakeshore Dr		5/25/25
STEVE HUSEMANN	Steve J. Husemann	22609 OAK ST		5/25/25
DAVE ANDREA	Dave Andresa	21704 PL DR		5/25/25

Printed Name	Signature	Address	Comment	Date
Joseph J	Joseph J Blm	2264 Oak St		5/25/25
Carrie B	Carrie Bailey	22402 E. Main		5/25/25
Carrie Bailey	Carrie Bailey	24002 E. Circle Dr.	Lower the bills!!	5/27/25
Jeremy Brimeyer	Jeremy Brimeyer	11001 Leisure Lakes Dr	Lower	5-27-25
TERRY Foley	Terry K Foley	22404 Spruce St	Lower Service	5/27/25
Debra Burnk	Debra J Burnk	23700 Lake Shore Dr		5/27/25
Joe Meyer	Joe Meyer	23901 E. Circle Dr		5-29-25
Sandy Strub	Sandy Strub	23801 E. Circle Dr	Do something about the ones who aren't paying!!	5-30-25
Joseph J. Bailey				
Joey Olson	Joey Olson	21901 Lakeshore Dr.		5/30/25
Kim Amling	Kim Amling	23203 Elm St		5/30/25
Doug Wells	Doug Wells	22800 Lake Shore Dr.	NEVER BEEN SERVICED BT	5/30/25
Lonnie Brunsford	Lonnie Brunsford	22903 Circle Dr		5/30/25
Anthony J Kahl	Anthony J Kahl	10102 BOBBY Angel Ct		5/31/25
Robin Kech	Robin Kech	10109 Leisure Lakes Dr		5/31/25
David Kahl	David Kahl	9706 Ash St		5/31/25

[illegible]