



Utility Customer Service Leak Adjustment Policy - Ordinance

PRESENTED TO THE CITY COUNCIL ON
SEPTEMBER 18, 2023

Utility Customer Service Leak Adjustment Policy

Timeline of Leak Adjustment Policy

- January 20, 2015 – Policy Last Modified
- August 21, 2023 – Council Discussed and Modified
- September 5, 2023 – First Reading of Ordinance
- September 18, 2023 – Final Reading of Ordinance
- September 19, 2023 – New Policy in Effect
- Ongoing Monitoring and Updates with City Management



Utility Customer Service Leak Adjustment Policy

Current Leak Adjustment Policy

City	Frequency	Requirements	Calculation
Burleson	Once every 10 years	<ul style="list-style-type: none"> - Evidence of repair (service/parts receipt or shutoff documentation) - All dates or evidence of repair must coincide with dates of high usage - Residential and commercial are both eligible 	<ul style="list-style-type: none"> - Forgiveness given above a calculated 12 month average (not including leak)

New Leak Adjustment Policy

City	Frequency	Requirements	Calculation
Burleson	Once every 24 months	<ul style="list-style-type: none"> - Evidence of repair (service/parts receipt or shutoff documentation) - All dates or evidence of repair must coincide with dates of high usage - Residential and commercial are both eligible - Must apply within 90 days of the repair 	<ul style="list-style-type: none"> - Forgiveness given above 12 month average (not including leak) if there is not 12 months history, utilize available history or city average - Leak adjustments cover 50% of high usage above the average, up to \$500

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New Leak Adjustment Policy as § 82-11 in Code of Ordinance

- (b) All customers may request a “one-time every 24 months” leak adjustment credit to their water utility account with the City of Burleson. Any request for adjustment must be initiated by submitting an acceptable form of documentation within 90 days of the water loss incident. Acceptable forms of documentation are intended to provide proof of leak with adequate and responsible repairs may include but are not limited to:
1. A receipt for repairs accomplished by a licensed plumber
 2. Proof of leak and receipt showing parts purchased by homeowner
 3. Proof of leak and documentation by city records which reflect date and time called in for shutoff of water meter for repairs

All dates on documentation or city work orders must coincide with dates of high water usage. Failure to submit an acceptable form of documentation may result in denial of the “one-time every 24 months” credit, but can be appealed to the city manager or his/her designee. The “one-time every 24 months” credit will be applied to any water consumption surpassing the customer's average from the previous 12 months. Any usage beyond this 12-month average will be credited to the customer at a rate of 50%, up to a total of \$500. Months in which a leak occurred will not factor into the calculation of this 12-month average. In cases where a customer has not yet established a 12-month average water consumption history, the city may consider any available historical data or utilize the citywide average. A credit may be applied for two months of usage if there is documentation or evidence indicating that a leak persisted throughout two consecutive billing periods. However, no credit for sewer charges will be extended to residential accounts, as the city employs “winter quarter averaging.” Sewer credits may be considered for commercial accounts, provided the documentation demonstrates that the leak originated outside of the building and did not impact the sanitary sewer system.

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Council Options

- 1) Approve the ordinance as written on final reading
- 2) Deny the ordinance

Staff Recommendation

Staff is recommending approval of ordinance as written



Questions or Comments?