

City Council Regular Meeting

DEPARTMENT: Customer Service
FROM: Jesse Elizondo, Director of Customer Service
MEETING: September 18, 2023

SUBJECT:

Consider approval of an ordinance amending the city's utility customer service leak adjustment policy in Section 82-11 of Division 1 "Utility Charges and Fees" of Article 1 "General" of Chapter 82 "Utilities" of the City of Burleson Code of Ordinances. (Final Reading) (*Staff Contact: Jesse Elizondo, Director of Customer Service*)

SUMMARY:

The city employs its utility customer service leak adjustment policy (Chapter 82 Sec. 82-11 (b)) to define eligibility criteria and procedures for Burleson's residents and businesses. This policy serves as a guideline for addressing concerns pertaining to water leaks within residential and commercial water systems. The primary purpose of the policy is to establish equitable and accountable procedures for managing scenarios where a business or property owner experiences abnormally high water bills due to undetected water leaks on their property. These leaks, typically beyond their awareness or control, can impose substantial financial burden as the wasted water often leads to an unexpected spike in their water bill.

On August 21, 2023 the leak adjustment policy was presented and modified by city council lowering the eligible use frequency to "once every 24 months" along with several changes to eligibility requirements and forgiveness calculations. The new policy breakdown is outlined below with the changes outlined in red:

Frequency	Requirements	Calculation
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

As the utility customer service leak adjustment policy is contained within Chapter 82, "Utilities" Article 1, "In General" Division 1, "Utility Rates Charges and Fees" Section 11, "Responsibility of consumer for loss; averaging of charges." of the code of ordinances. This ordinance was presented and passed at the September 5, 2023 regular city council meeting on first reading.

Staff is bringing forward the ordinance (Exhibit 3) on final reading to solidify the necessary changes to the policy.

OPTIONS:

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

RECOMMENDATION:

Staff is recommending approval of the ordinance as written.

FISCAL IMPACT:

No immediate fiscal impact. Possible impact would be determined by the future frequency of use.

STAFF CONTACT:

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