

City Council Regular Meeting

DEPARTMENT: Customer Service
FROM: Jesse Elizondo, Director of Customer Service
MEETING: August 21, 2023

SUBJECT:

Receive a report, hold a discussion and provide staff direction regarding the Utility Customer Service Leak Adjustment Policy (*Staff Presenter: 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.

In January of 2015 the current leak adjustment policy (Exhibit 3) was presented and approved by city council lowering the eligible use frequency to "once every ten years" along with several changes to eligibility requirements and forgiveness calculations. The city's current policy breakdown is outlined below:

Frequency	Requirements	Calculation
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 	- Forgiveness given above a calculated 12 month average (not including leak)

The staff has recently conducted an assessment of twelve neighboring cities. This assessment involved a comprehensive comparison of factors such as frequency, eligibility requirements, and calculation formulas, as detailed in Exhibit 2, Slide 5. Although each city has its unique policy tailored toward the specific needs of its community, the evaluation has led Burleson staff to determine a need to present Burleson's leak adjustment policy for a review and discussion before city council.

OPTIONS:

- 1) Review the leak adjustment policy and leave it unchanged.
- 2) Provide direction to change the leak adjustment policy, which will then come back to council at a future meeting as an ordinance change.

RECOMMENDATION:

Staff is requesting direction from city council regarding updates to the policy and suggests the following recommendation as a starting point:

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 - Adjustments cover 50% of high usage above the average

FISCAL IMPACT:

No immediate fiscal impact. Possible future impact would be determined by the frequency, requirement and calculation changes made to the policy as well as future resident use.

STAFF CONTACT:

Jesse Elizondo
 Director of Customer Service
jelizondo@burllesontx.com
 817-426-9662