

ROCHELLE CITY COUNCIL

AGENDA ITEM MEMO

REGULAR MEETING

SUBJECT: Water Leak Credit Policy

Staff Contact: Autumn Hernandez & Adam Lanning

Summary: Water leaks not only impact the efficiency of our water system, but also affect individual customers who may incur additional costs as a result of undetected leaks on their properties. Recognizing this challenge, the proposed water leak policy includes a provision for offering credits to customers who promptly report and address leaks at their service address.

(a) Applying for a credit. If a residential customer experiences a water leak, the customer may apply for a water leak credit. In order to qualify for a water leak credit, the customer must:

- (1) Fill out the Water Leak Credit Request Form and provide the necessary documentation to the Customer Service Office; and
- (2) Have a new water meter installed that complies with the City’s automated leak alert system; and
- (3) Be enrolled to receive Leak Alerts on the customer portal; and
- (4) Provide proof that the leak has been repaired.

(b) Calculating the credit. Credits will be issued based upon the customer’s average monthly usage. The City will credit one hundred-percent (100%) of the water and water reclamation charges above the user’s monthly average. A maximum of two months will be considered for purposes of the credit.

(c) Limits to credits. Accounts are only eligible for one credit every five years.

(d) Authorization of Credit. All water leak credits must be signed off on by the Superintendent of Water/Water Reclamation and City Manager before being applied to a customer’s account. The City Manager may also in his/her sole discretion approve credits on a case-by-case basis including situations involving extenuating circumstances or unmet qualifications.

Funding Sources:

Source:	Budgeted Amount:	Proposed Expenditure:
N/A	N/A	N/A

Strategic Plan Goal Application: Core Service Delivery

Recommendation: To approve a Resolution Amending the Ordinance No. 24- to adopt a Leak Policy.