

AGENDA ITEM SUMMARY SHEET

City of Rollingwood

Meeting Date: February 21, 2024

Submitted By:

Staff

Agenda Item:

Discussion and possible action on the Code amendment regarding the Utility Bill Appeals Policy

Description:

At the December City Council Meeting, the City Council approved changes to the Utility Bill Appeals Policy to include a “no confirmed leak” appeal allowance.

Utility bill appeals are handled in two places in our code, Section 22-30 dealing with wastewater service and Section 34-69 dealing with water service. These sections are identical, and therefore the changes made to both sections are identical.

While the entire policy is not contained within the ordinance, the reasons for appeal are, and after review of the existing ordinance, excessive water use due to a confirmed leak was not included though it was allowed per the policy, so that addition was made with this proposed ordinance. The “no confirmed leak” appeal allowance was also added in this proposed ordinance.

Action Requested:

Take action on the proposed ordinance regarding the Utility Bill Appeals Policy

Fiscal Impacts:

No significant fiscal impacts anticipated at this time.

Attachments:

- Draft ordinance 2024-02-21-05 – Proposed Code Amendments in accordance with updates to the Utility Bill Appeal Policy
- Utility Bill Appeal Policy – Amended and approved by City Council in December 2023