

AGENDA ITEM SUMMARY SHEET

City of Rollingwood

Meeting Date: March 17, 2021

Submitted By:

City Staff

Agenda Item:

Discussion and possible action on a utility bill relief program due to the February 2021 winter weather event as recommended by the Utility Commission.

Description:

This weather event has caused unimaginable hardships on residents and businesses and this program aims to ease that burden so that they will not have to worry about their next water bill reflecting leaks in their system and also as a result of being directed to drip their faucets. At the March February 24, 2021 the City Council directed the Utility Commission to take up the utility bill relief program and make a recommendation.

*At the March 3, 2021 Utility Commission meeting, the Commission unanimously recommend the following utility bill relief program: **To modify billing for the month of February to be tier one and tier two pricing only in reaction to the storm and to provide relief to residents.***

The Commission discussed ensuring that there is significant messaging about this program so that residents are aware of it as well as that this program provides for lower pricing than could be received through the regular appeal process.

The city will continue to work with customers on bill payment relief options moving forward. Rollingwood has already discontinued water service shut-offs for non-payment since last spring as part of its coronavirus response effort.

For this year's wastewater winter averaging process, the two highest months of consumption between November and March will be dropped. Though this policy was changed as a result of the wastewater rate study, we chose to continue implementing this policy this year to smooth the transition into the new policy. Because of this, this month of potentially high usage will not affect winter averaging.

Action Requested:

To approve the utility bill relief program due to the February 2021 winter weather event as recommended by the Utility Commission.

Fiscal Impacts: The February estimated wholesale cost for the residential customers from the City of Austin is \$33,934.95. The total charges for the residential customers for February in tier one and tier two pricing is \$27013.00 with the water demand charges of \$10780.00 for a grand total of \$37793.00.

Attachments: N/A