

AGENDA ITEM SUMMARY SHEET

City of Rollingwood

Meeting Date: April 1, 2025

Utility Commission

Submitted By:

Staff

Agenda Item:

Discussion and possible action on strategies to increase participation for the EyeOnWater Customer Portal

Description:

During the December 3, 2024 meeting, the Utility Commission discussed ideas to increase participation in the EyeOnWater portal, and discussed additional messaging, leak alerts, and the leak adjustment policy. On March 19, 2025, City Council approved the Commission's recommended changes to the leak adjustment policy, which is expected to increase participation in EyeOnWater over time.

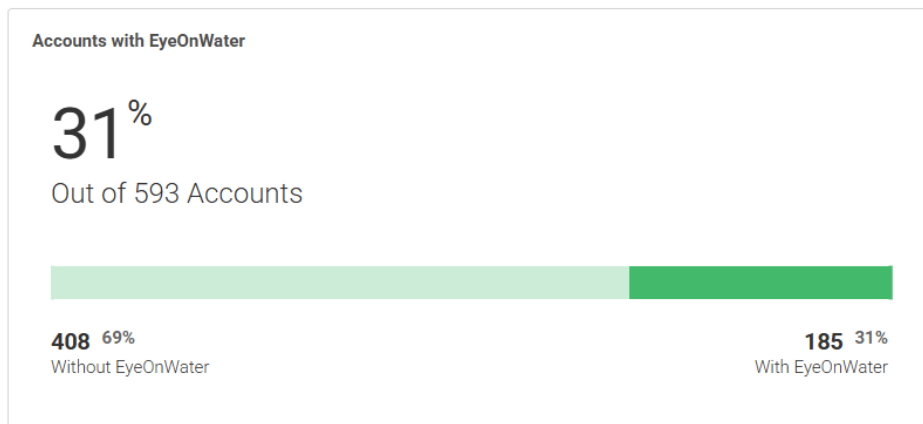


Figure 1: EyeOnWater accounts as of March 25, 2025

As of March 25, 2025, 185 accounts (31%) have enrolled in EyeOnWater (see Figure 1), up 42 accounts from the beginning of December. However, as shown in Figure 2, the rate of enrollment has been declining.

Recently, staff was asked by a resident for a letter confirming that their property was serviced by a smart meter with leak detection capabilities, saying that their home insurance rate would be reduced once they submitted a letter confirming the presence of such a meter to their insurance company. Staff believes that disseminating information regarding this possible financial benefit to property owners in Rollingwood might be a good way to help increase participation in EyeOnWater.



Figure 2: New EyeOnWater enrollments per month, October 2024 through March 2025

Included as attachments to this agenda item are a proposed utility bill insert and a proposed leak alert letter. The proposed utility bill insert is intended as a way to inform utility customers of the potential for cost savings on insurance rates, and as a way of notifying them of the recent changes to the leak adjustment policy. Should a customer then request written confirmation from the City that their property's water meter provides leak alerts, the proposed leak alert letter, which has been approved by Mayor Massingill, would become the template for such a letter.

Action Requested:

Staff requests that the Commission consider including the proposed utility bill insert with an upcoming utility bill.

Fiscal Impacts:

Should the Commission approve this item, there will be additional cost to the City of Rollingwood through additional postage and office supplies (e.g. paper, envelopes, etc.). With only 408 utility accounts not currently enrolled in EyeOnWater, such additional cost is expected to be minimal.

Attachments:

- Proposed Utility Bill Insert
- Proposed Leak Alert Letter