

AGENDA ITEM SUMMARY SHEET

City of Rollingwood

Meeting Date: April 1, 2025

Utility Commission

Submitted By:

Staff

Agenda Item:

Update and discussion on a recommendation to City Council to update the Utility Bill Appeals policy.

Description:

During the March 4, 2025 meeting, the Utility Commission unanimously approved Commissioner Bray's motion to recommend that the City **"amend the leak adjustment process to require that in order to be eligible for a leak adjustment, one must be registered and signed up for EyeOnWater and enrolled in a leak alert."**

City Council considered the Commission's recommendation during its March 19, 2025 regular meeting, and unanimously approved accepting and adopting the amendments.

The amended policy is now in effect, and staff has already made the relevant changes to the relevant forms, the City of Rollingwood's website, and to staff's internal processes.

Action Requested:

No action is necessary on this item.

Fiscal Impacts:

No fiscal impacts are anticipated.

Attachments:

- Leak Adjustment Request Form
- Appeals Process Summary