

AGENDA ITEM SUMMARY SHEET

City of Rollingwood

Meeting Date: March 19, 2025

Submitted By:

Utility Commission

Agenda Item:

Discussion and possible action on a recommendation from the Utility Commission to update the Utility Bill Appeals policy

Description:

At the September 3, 2024 Utility Commission meeting, the Commission discussed updating the Utility Bill Appeals policy and requested to postpone the item for 6 months to allow more residents to sign up for the EyeOnWater customer portal.

At the March 4, 2025 Utility Commission meeting, the Commission revisited the item and made the following motion:

Elizabeth Bray moved to amend the leak adjustment 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. Clark Wilson seconded the motion. The motion carried with 6 in favor and 0 against.

Action Requested:

To discuss and consider the Utility Commission's recommendation to update the Utility Bill Appeals policy.

Fiscal Impacts:

No fiscal impacts are anticipated at this time.

Attachments:

- Redlined Utility Bill Appeals Process
- Clean Copy of Utility Bill Appeals Process
- Amended Leak Adjustment Request Form