

AGENDA ITEM SUMMARY SHEET

City of Rollingwood

Meeting Date: February 24, 2021

Submitted By:

City Staff

Agenda Item:

10. Discussion and possible action on a utility bill relief program due to the February 2021 winter weather event.

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. It will also keep staff from having to perform adjustments for the many leaks that will likely be present. This is the program that the San Antonio Water System implemented after this weather event.

Proposed utility bill relief program:

All customers (commercial and residential) will be charged the lower of two amounts on their next bill: either the total current charges for the current month, or last month's current charges, whichever is lower.

This one-time adjustment applies to both residential and commercial accounts. It will especially aid customers who may have an unusually high bill due to a freeze-related leak at their home or business or direction to drip faucets to avoid pipes freezing.

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 proposed utility bill relief program due to the February 2021 winter weather event.

Fiscal Impacts: To be determined.

Attachments: N/A