



Policy for Reimbursement to the City Due to Water Main Line Breaks

Purpose

The purpose of this policy is to describe the reimbursement policy for expenses incurred by the City due to accidental water line breaks. This policy aims to safeguard the integrity of our water infrastructure, protect public health and safety, and minimize the environmental and financial impacts of such incidents.

Anyone wanting to dig must contact 8-1-1, wait the two business days for the utilities to mark the work area and confirm that there has been a response prior to digging.

Property owners or occupants who are responsible for water line breaks are charged for estimated water loss (described below) at the wholesale rate plus a 10% administrative fee, as they would for excess water due to recognized leaks. In addition, they will reimburse the city for repair expenses of city water lines.

Non-owners, such as contractors or subcontractors are subject to additional policies outlined below.

Notification Requirement and Mitigation Measures

Anyone who causes a water main line leak or break must notify the city immediately by calling (512) 328-1900. Additionally, they are required to call 8-1-1 for "Emergency Locates."

They should then remain at the scene, mitigating the break to any extent possible and securing the area to allow for city vehicles and equipment to access the property and line break. They will be required to provide contact information to city employees or their representatives when requested.

Reimbursement of Expenses Incurred by the City

A non-owner who causes a water main line leak or break will be responsible for the costs the city incurs in responding to and repairing the pipe. If there is an active construction permit for the site, the responsible party will be responsible to reimburse the City for these expenses. If the non-owner does not pay within 90 days of billing, the landowner of record or their beneficiaries becomes responsible for the expenses. Costs that will be charged to the non-owner for reimbursement include:

- Employee/Third-Part Labor (Including Overtime)
- Materials

- Equipment Charges
- Estimated Water Loss

Estimated water loss will be calculated using reasonable available calculations including but not limited to processes utilized by neighboring municipalities. Non-owners will be charged for the water loss at the city wholesale rate plus a 10% administrative fee.

The initial invoice will go out to (1) the responsible party, (2) the permit holder/applicant, and (3) the landowner of record or their beneficiaries.

Policy Updates

City staff will review this document periodically to ensure that it contains up-to-date information and is consistent with the City's Code of Ordinances. Any potential changes or updates that materially alter this document will be brought to City Council for approval.