

A G E N D A



Recommendation for Council Action

Austin City Council	Item ID	24307	Agenda Number	2.
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Meeting Date:	5/23/2013	Department:	Austin Energy
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Subject

Approve an ordinance amending City Code Chapter 15-9 regarding utility service, billing and adjustments, and administrative reviews and hearings.

Amount and Source of Funding

Fiscal Note

There is no unanticipated financial impact. A fiscal note is not required.

Purchasing Language:	
Prior Council Action:	
For More Information:	Jawana Gutierrez, Vice-President, Customer Care, 322-6956.
Boards and Commission Action:	To be reviewed by the Electric Utility Commission on May 20, 2013.
MBE / WBE:	
Related Items:	

Additional Backup Information

The proposed amendments to the Utility Service Regulations set forth in City Code Chapter 15-9 clarify language and revise the administrative review and hearing processes.

The proposed amendment to Section 15-9-37 updates terminology to better clarify customer responsibilities regarding equipment.

The proposed amendment to Section 15-9-135 removes the word "Residential" when referring to Multi-family to coincide with customer classes as stated in the water service rate.

The proposed amendment to Section 15-9-140 eliminates references to the narrow scope of incidences qualifying for billing adjustments and clarifies language regarding the billing adjustment process.

The proposed amendment to City Code Chapter 15-9, Article 12 repeals this Article regarding utility administrative reviews and hearings and replaces it with a new Article that updates business processes of the utility departments. The

new Article includes two significant changes: 1) water conservation and sewage disputes will be handled in accordance with their respective City Code sections; and 2) customers will be able to dispute utility diversion charges through the administrative hearing process when the offense is not pursued through criminal charges.