

AGENDA



Recommendation for Council Action

Austin City Council	Item ID	58210	Agenda Number	3.
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Meeting Date:	5/19/2016	Department:	Austin Water Utility
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Subject

Approve an ordinance amending City Code Chapter 15-9 relating to single-family residential customer water bill adjustments.

Amount and Source of Funding

There is no unanticipated fiscal impact.

Fiscal Note

A fiscal note is required.

Purchasing Language:	
Prior Council Action:	May 12, 2011- Council approved a resolution directing the City Manager to implement revised policies for water leak-related bill adjustments and unusually high water bill adjustments.
For More Information:	David Anders, 512-972-0323; Denise Avery, 512-972-0104
Council Committee, Boards and Commission Action:	May 11, 2016- Recommended by the Water and Wastewater Commission on a 9-0-0-2 vote, with Commissioners Kellough and Parker absent.
MBE / WBE:	
Related Items:	

Additional Backup Information

The proposed amendments fulfill the Council's direction to implement revised leak and unusually high water usage bill adjustments.

The prior resolution (# 20110512-003) directed Austin Water to ensure that the water leak adjustment policy becomes more consistent with water conservation ordinances and to implement an unusually high water bill adjustment due to unknown causes.

Between August 23, 2015 and January 1, 2016, Austin Water received almost 24,000 customer calls related to high water bills that occurred during the summer months of 2015.

The proposed amendments codify adjustment policy and detail the investigation and determination of adjustments due to unusually large water bills.