



Water & Wastewater Commission Review and Recommendation

Commission Meeting Date:	May 9, 2018
Council Meeting Date:	May 24, 2018
Department:	Austin Water
Client:	Drema Gross and Greg Meszaros
Agenda Item	
Approve an ordinance amending City Code, Chapter 15-9 Utility Service Regulations relating to service line extensions, water service termination, and unexpected high water use and leaks.	
Amount and Source of Funding	
N/A	
Purchasing Language:	N/A
Prior Council Action:	May 19, 2016- Council approved Ordinance No. 20160519-003, amending City Code Sections 15-9-141 and 15-9-142. November 9, 2017- Council approved Ordinance No. 20171109-045, amending City Code Section 15-9-142.
Boards and Commission Action:	May 9, 2018- To be reviewed by the Water and Wastewater Commission.
MBE/WBE:	N/A

This item proposes changes to City Code Chapter 15-9-1, 15-9-31, 15-9-101, 15-9-101, 15-9-141, 15-9-142, 15-9-151, 15-9-152, 15-9-158, and 15-9-173.

Changes to City Code Sections 15-9-1, 15-9-31 and 15-9-152 clarify that the Director or designee may refuse to provide water services to a property that does not have an approved means of wastewater disposal. They also update language to reflect the correct title of regulations.

Changes to City Code Section 15-9-101 provide that the utility may terminate service if, after notification, a customer fails to comply with requirements relating to private wastewater laterals and onsite sewage facilities.

Changes to City Code Sections 15-9-151 and 15-9-158 modify language to be consistent with existing policy and clarify that in certain circumstances, it may be the customer's, and not the City's, responsibility to provide the infrastructure required to obtain service.

Changes to City Code Section 15-9-173 extends the time a customer has to reconnect to a relocated service line from 60 to 120 days.

Austin Water is proposing changes to City Code 15-9-141 Adjustment of Excess Water Bill if Leaks are Repaired, and 15-9-142, Adjustment of High Volume Water Bill, in response to concerns expressed by Austin Water customers, commissioners and City Council following an increase in high bill complaints in fall 2017.

Austin Water recommends amending City Code Section 15-9-141 to credit customers who repair leaks for 100% of the amount of water consumed over their expected volume. The proposed amendments also change the types of leaks eligible for adjustment, making the code less restrictive.

Austin Water further recommends changing City Code Section 15-9-142 to reduce the minimum length of service history required for customers to apply for a high volume water bill adjustment from 12 to 4 months in addition to the disputed period. Additionally, recommended changes to this section include expanding the methods available to calculate a customer's expected volume so that they are consistent with those available under the leak adjustment policy. This will broaden the safety net for customers experiencing an unexplained high water bill, allowing relief for more customers under this policy.

Austin Water recommends these revisions to the Utility Service Regulation to provide relief to customers who experience unexpected high water bills related to leaks and other unidentified events. These changes also clarify hearing eligibility, and provide greater consistency between adjustment procedures.