

#56

09-29-05

RESOLUTION NO. 2005-2005

WHEREAS, Austin Water Utility's policy is to provide relief to its customers who experience high water bill due to an accidental water leak by processing an adjustment or credit on the customer's water bill as follows:

- (1) a standard water leak related to a residential customer's indoor plumbing, including a break in a washing machine supply line or leaking toilet or faucet; and
- (2) a hidden water leak relating to a residential customer's outdoor plumbing, including an underground water leak from a break in the main water line to the house or a break in a sprinkler system; and

WHEREAS, a residential customer may not be aware of a leak until they received their first high water bill from the Utility; and

WHEREAS, customers with increased water usage are charged higher rates resulting in a very high water bill; and

WHEREAS, under the current policy the Utility provides a billing adjustment or credit for accidental water leaks as follows:

- (1) standard indoor plumbing leak adjustment or credit at the lower of 50 percent of the consumption above the customer's normal usage

usage with the remaining 50 percent additional consumption billed at a discounted rate approved by Council; and

- (4) Require residential customers with high volume water leak adjustments, at or above 150 percent of normal usage, to undergo a water audit by the Utility.

ADOPTED: _____, 2005

ATTEST: _____

Shirley A. Brown
City Clerk