

**RESOLUTION NO. 20050929-056**

**WHEREAS**, Austin Water Utility's policy is to provide relief to its customers who experience high water bills 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 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 or \$150; and

- (2) hidden outdoor plumbing leaks adjustment determined by recalculating the charge for all water consumption above a customer's normal usage in certain rate blocks; and

**WHEREAS**, water conservation is a goal of the Utility and the City and water audits encouraging conservation benefit both the customer and the City;  
**NOW, THEREFORE,**

**BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF AUSTIN:**

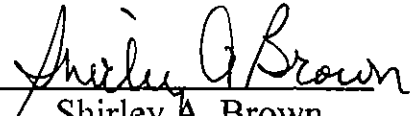
The Council directs the City Manager to implement a revised accidental water leak policy, effective October 1, 2005, and applicable to all Utility customers currently making payments on a utility bill including charges related to a water leak. The revised policy shall include:

- (1) a single policy applicable to all types of water leaks;
- (2) charges to residential customer rates for normal usage at current residential rates, with adjustments for increased consumption due to water leak for the first billing cycle;
- (3) charges for metered water consumption relating to water leaks for the first billing cycle are calculated based on a billing credit equal to 50 percent of all metered water consumption above normal usage with the remaining 50 percent additional consumption billed at a discounted rate approved by Council; and

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

**ADOPTED:** September 29, 2005

**ATTEST:**



Shirley A. Brown  
City Clerk