



CITY OF HOUSTON - CITY COUNCIL

Meeting Date: 6/22/2021

ALL

Item Creation Date: 6/15/2021

20HPW12 - Leak Balance Remaining Adjustment

Agenda Item#: 20.

Summary:

ORDINANCE AMENDING CHAPTER 47 of the Code of Ordinances, Houston, Texas, relating to excessive balances remaining after leak adjustments are applied; defining and establishing billing procedures for leak adjustments for City-caused leaks, excusable defects in customers' lines, and excess usage where customers are left with a balance greater than \$3,500, or greater than \$500 for eligible low income seniors; clarifying customer requirements and the role and requirements for administrative hearing officers

Background:

SUBJECT: Ordinance Amending Chapter 47 of the Code of Ordinances relating to excessive balances remaining after Leak Adjustments are applied in accordance with Chapter 47-74.

RECOMMENDATION (Summary): Notwithstanding current provisions in Chapter 47 that address water and wastewater billing adjustments, Houston Public Works (HPW) recommends that City Council authorize HPW to provide additional relief to single-family residential customers with high balances remaining on water and wastewater accounts after an approved leak adjustment credit in accordance with Chapter 47-74. The Leak Balance Remaining Adjustment will only be applicable to high balances remaining due to excusable defects in the customer's water line.

SPECIFIC EXPLANATION:

In extraordinary circumstances, the provisions in Chapter 47 of the City Code of Ordinances which address defects in customer water lines, do not provide sufficient relief to water and wastewater customers. The Leak Balance Remaining Adjustment will provide additional relief to single-family residential customers with high balances remaining on their water bills caused by a defect on the private side of the meter.

The Leak Balance Remaining Adjustment will only be applicable to high balances remaining due to excusable defects in the customer's water line.

Single-family residential customers with a leak balance remaining greater than \$3,500.00 or qualified low-income senior customers with a leak balance remaining greater than \$500.00 qualify for the Leak Balance Remaining Adjustment. The customers requesting a Leak Balance Remaining Adjustment shall submit an application on a form prescribed by the Director or the Director's designee. A payment plan can be developed to pay the outstanding balance.

DocuSigned by:

 6/17/2021
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ATTACHMENTS:

Description

Caption

Type

Other