



City of Denton

City Hall
215 E. McKinney Street
Denton, Texas
www.cityofdenton.com

AGENDA INFORMATION SHEET

DEPARTMENT: Customer Service

DCM: Cassey Ogden

DATE: December 15, 2025

SUBJECT

Consider recommending adoption of an ordinance of the City of Denton, Texas; repealing sec. 26-128 “Adjustments in Bills for Losses from Water Leaks” of the code of the City of Denton, Texas; codifying a new Sec. 26-128 to add and clarify water and sewer billing leak adjustment program requirements and administrative procedures; providing for a repealer; providing a severability clause; and declaring an effective date.

BACKGROUND

On March 22, 2022, City Council adopted enhancements to the water and sewer leak adjustment processes which placed most program provisions under the authority of the City Manager. Updates to the program were recommended during a 2025 study of billing and collections processes and on September 30, 2025, City Council provided approval and direction for modifications.

During the legal review process, it was recommended that discretionary authority be more clearly defined. Therefore, the code has been updated to reflect this guidance.

The basic program provisions are outlined below.

Component	Ordinance Provision
Submission Deadline	Repair Completion: 1 Month from Detection Submission: 60 Days from Repair Completion
Months Covered	2 Consecutive
Required Increase	Based on Usage History Available 150% of Usage Average for Same Month Last 2 Years, or 150% of Usage for Same Month Previous 2 Year, or 150% of Usage Average of Most Recent 6 Leak-Free Months*
Maximum Coverage	100,000 Gallons Excess Usage (Residential or Commercial)
Charges Adjusted	50% of Excess Usage
Leaks Covered	All Indoor/Outdoor Leaks (Including Irrigation/Pools)
Repair Proof	Itemized, Paid Repair Bills
Permitting/Inspection Obtained	As Required by Building Code with Provision for Renters
Frequency	1 per 12 Rolling Months

* Requests with less than 6 months leak-free usage will be held until usage is available

In addition to the basic program provisions, the City Manager or their designee is granted authority to work with customers, as appropriate, regarding repair and submission deadlines.

Additionally, a new provision has been added to allow one-time assistance of up to \$2000 to residential customers experiencing exceptional water loss causing greater than 100,000 gallons of excess usage if the loss is 10 times the normal expected usage. There is a clause allowing customers who may have experienced this level of loss in the 24 months prior to ordinance approval to apply for coverage within the standard application timelines starting with the effective date of the ordinance.

The exceptional loss provision requires City investigation, City Manager review/approval and City Council must receive a report of its use. This reporting requirement replaces the general annual reporting requirement in previous code since other loss guidelines are clearly defined and to ensure accountability and timely notification of use of the provision.

PRIOR ACTION/REVIEW (Council, Boards, Commissions)

City Council September 30, 2025

PUB August 25, 2025

EDPB September 10, 2025

EXHIBITS

Exhibit 1 – Agenda Information Sheet

Exhibit 2 – Ordinance

Exhibit 3 – Redline Ordinance Changes

Respectfully submitted:
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DME General Manager

For information concerning this acquisition, contact: Christa Foster, 940-349-7412.