



City of Denton

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

AGENDA INFORMATION SHEET

DEPARTMENT: Customer Service

CM/ DCM/ ACM: Frank Dixon, Assistant City Manager

DATE: August 8, 2022

SUBJECT

Consider recommending adoption of an ordinance of the City of Denton amending City Ordinance 18-1520 City of Denton Utility Billing Adjustments Policy to reflect changes adopted in Code of Ordinances to Section 26-128; providing a severability clause; providing a savings clause; providing for codification; and declaring an effective date.

BACKGROUND

On December 7, 2021, staff recommended a two-part enhancement of the current water and sewer leak adjustment ordinance and program to provide greater customer access to leak adjustment assistance. Accepted ordinance and program recommendations were returned to City Council and approved on March 22, 2022.

These changes removed restrictions that bill adjustment for water leaks be “hidden”. City ordinance 18-1520 City of Denton Utility Billing Adjustments Policy which authorizes staff to authority to adjust customer account balances includes references to hidden water leaks and includes language defining leaks which qualify for adjustment.

Staff has updated the language of this policy to be consistent with the approved leak adjustment program.

Original Language:

d. Hidden Water Leaks: Where a customer requests in writing of any leak of a water pip or water line caused by deterioration, corrosion natural forces or other similar cause which is not immediately and reasonably detectable from the surface of the ground. The term “hidden water leak” does not include any leak to a customer’s fixtures, or appliances, or equipment. Included in the term “fixtures, appliances, or equipment” are leaks related to the following, without limitation: a sprinkler system, or washing machine, or water heater, or lavatory, or toilet. In order to qualify for a hidden water leak adjustment, the customer must submit a Water Leak Adjustment form and provide applicable receipts indicating the leak has been repaired.

Updated Language:

d. Water Leaks: Where a customer has experienced water loss due to a leak, staff may adjust an account as authorized by Section 26-128 of the City of Denton’s Code of Ordinances.

PRIOR ACTION

None.

RECOMMENDATION

Staff recommends adoption of verbiage changes which adjust ordinance language to correspond with recently approved program changes.

EXHIBITS

Exhibit 1 – Agenda Information Sheet

Exhibit 2 – Ordinance

Exhibit 3 – Policy

Respectfully submitted:

Tiffany Thomson

Director of Customer Service and Animal Services

Prepared by:

Christa Foster

Customer Service Manager