



# City of Denton

City Hall  
215 E. McKinney Street  
Denton, Texas  
[www.cityofdenton.com](http://www.cityofdenton.com)

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## AGENDA INFORMATION SHEET

**DEPARTMENT:** Customer Service

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

**DATE:** August 16, 2022

### **SUBJECT**

Consider 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. The Public Utilities Board recommends approval (5-0).

### **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 the authority to adjust customer account balances includes references to hidden water leaks and includes language defining leaks that 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 pipe 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**

Public Utilities Board – August 8, 2022

**RECOMMENDATION**

Staff recommends the adoption of verbiage changes that 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