



MEMORANDUM

To: Mayor and City Council
From: Jennifer Miller, Director of Finance
Date: February 28, 2017

Reference: Consider approval of an Ordinance of the City Council of the City of Coppel, Texas, by amending the Code of Ordinances, as heretofore amended, by amending Chapter 3 “City Departments”, Article 3-3. “Water and Sewer Regulations”, Section 3-3-2 “Payment of Bills” by amending subsection 3-3-2(E), to authorize the City Manager or Designee to consider adjustment to a customer’s water bill following repair of a leak, providing a severability clause; and providing an effective date.

2030: Sustainable City Government

Introduction:

The current ordinance does not provide management with the ability to provide relief to customers concerning a penalty incurred for late payment or if a customer has a leak. The ordinance presented for consideration would allow the City Manager or Designee to provide relief to customers for these items

Analysis:

The requested change would allow management to remove one penalty per calendar year from a residential customer’s account upon the request of the customer.

The requested change would also allow management to adjust a customer’s water bill if the following criteria are met:

1. Completion of the “Leak Repair Affidavit” which documents the leak and that the leak has been repaired;
2. Customer has not received an adjustment related to a water leak at this location within the previous 24 months;
3. The usage caused by the leak is greater than the 12-month average. If the usage is not greater than the 12-month average, no leak adjustment will be granted.

If a water leak adjustment is provided, the adjusted water bill will be calculated as follows:

1. The average of the customers previous 12 months of usage will be calculated and charged at the most current adopted water and sewer rates.
2. The usage over the 12-month average will be charged as follows:
 - a. 50% of the remaining usage will be charged at the most current adopted water and sewer rates
 - b. 50% of the usage will be charged at the most current rate paid by the City of Coppel to Dallas Water Utilities for the volume rate.”

Legal Review:

The City Attorney reviewed this ordinance.

Fiscal Impact:

Recommendation:

The Finance Department recommends approval.