



AGENDA MEMO
3/2/2021 Agenda

TO: Honorable Mayor and City Council

FROM: Robbie Corder, City Manager

SUBJECT: Consider utility billing adjustments.

BACKGROUND:

Recent historic winter weather resulted in increased water usage due to broken pipes and dripping faucets. To help relieve some of the financial burden for residents, city staff is evaluating options for adjustments to utility billing. Many neighboring communities have implemented leak adjustment programs, dripping faucet credits, and modifications to winter averaging calculations. Additionally, some communities are waiving building permit fees related to storm damage repairs. Attached is a copy of our current policy for leak adjustments, as well as summary of programs implemented by the following comparison cities.

City	Leak Adjustment	Dripping Faucet Credit	Winter Averaging Adjustment	Permit Fees Waived
Carrollton	Yes	No	Yes	Yes
Colleyville	Yes	No	Yes	Yes
Garland	Yes	Yes	Considering	Yes
Highland Park	Considering	Considering	NA	Considering
Plano	Yes	Yes	NA	Considering
Richardson	Yes	Yes	Considering	Yes
Southlake	Considering	Considering	NA	Yes
The Colony	Yes	No	Yes	Yes

RECOMMENDATION:

Staff recommends City council discuss and consider potential options, following a presentation from staff.