



Administrative Review

Customers who contact COA Utilities with High Bill Concerns will go through an Administrative Review process.

1

Customer contacts the Utility Contact Center (UCC). UCC Staff works to resolve the issue.

2

Unresolved issues are escalated to the Customer Solutions Management (CSM) Team.

3

CSM reviews usage, reads and field activity history. If a water leak or re-read has not been completed, one may be issued.

4

CSM asks a series of High Water Volume questions to analyze the issue and determine the best recommendation.

HIGH VOLUME WATER QUESTIONS

- ✓ Do you have an irrigation system?
- ✓ Has the system been checked for leaks or any plumbing repairs?
- ✓ How often does the irrigation system run?
- ✓ Is there a pool/spa?
- ✓ New landscaping?
- ✓ Plumbing repairs?
- ✓ Do you hand water?
- ✓ Is there a pool at the property and was it filled?
- ✓ Do you have a pool auto filler?
- ✓ How many people at address?
- ✓ New water consuming appliances at the property?

RECOMMENDATIONS MAY INCLUDE:

5

- Water Leak Adjustment Process, if a leak is identified at the property
- Irrigation Audit, if customer qualifies
- High Volume Water Bill Adjustment Application, if customer qualifies
- Request for an Administrative Hearing





High Volume Water Bill Adjustment

1

The Customer Solutions Management (CSM) Team receives a High Water Volume Bill Adjustment Application.

2

CSM reviews usage, reads and field activity history. If a water leak or re-read has not been completed, one may be issued.

3

CSM reviews High Volume Water Questions (included in the application).

4

CSM determines eligibility based on criteria outlined in the Utility Service Regulations (15-9-142).

5

If the customer is eligible, the Adjustment is applied and a revised bill is generated.

An application can be sent to a customer, or the customer can obtain it directly from Austin Water website, without calling the Utility Contact Center. Applications are received via mail, email and fax.



High Volume Water Bill Adjustment Application

City of Austin Code of Ordinance, Section 15-9-142, allows a single-family residential customer to apply for a credit adjustment for an unusually high water bill provided that: the customer has received at least 12 months of water billing at the service address; the high water bill usage was greater than or equal to three times the normal usage, the customer has not received an adjustment in the past 2 years, and the customer has contacted Customer Care (512-494-9400) within 90 days of the high use bill. Please complete all information on this form in its entirety. Any missing information may delay the processing of this application or cause the application to be rejected.

Name (as listed on account): _____

Account Number: _____ Phone Number: _____

Service Address: _____ Email: _____

Billing date(s) of high water bill (as printed on the bill): _____

Does this service address have **landscaping that is watered**? (Y/N) ____

- If an irrigation system is used, **can you confirm** the system does not have any broken or leaking sprinkler heads, there are no excessive run times, and there is no water run-off? (Y/N) ____
- Circle the days the **irrigation system** is set to run: Mon Tue Wed Thu Fri Sat Sun None
- Circle the days landscaping is **watered with a hose**: Mon Tue Wed Thu Fri Sat Sun None

Does this service address have a **pool or spa**? (Y/N) ____

During the period covered by the high bill:

- Have you **established a new landscape** (e.g. new sod, new trees, xeriscaping)? (Y/N) ____
- Were there any **plumbing repairs**? (Y/N) ____ List repairs: _____
- Did you **refill your pool** or spa? (Y/N) ____
- What was the **number of people residing** at the service address? ____

By signing this application, I understand that the decision by the director of the utility is final, and if eligible, an adjustment will be applied to my account. I may not request an administrative hearing to further dispute the adjustment as defined in Sec. 15-9-142(K).

I am familiar with all the facts stated in this document and they are true and correct. Making false statements on this government record is subject to criminal prosecution under Chapter 37 of the Texas Penal Code. I certify that this application contains no false statements.

Signature of account holder: _____ Date: _____

Send the completed, signed form within 90 days of the date of the high water bill: email to AdjustmentApp@austinenergy.com or fax to 512-505-4029

You will be notified of the adjustment decision generally within 90 days of receipt of this application.

Adjustment decisions are considered final and are not eligible for Administrative Hearings.

