

DENVER BOARD OF WATER COMMISSIONERS

Meeting Date: March 28, 2012

Board Item: 2-A-1

Stub-in Operating Rule Changes

Action by Consent

Action

Information

Denver Water has historically issued stub-in permits, which allow the installation of a service line without requiring the meter to be set at the same time. Payment of a deposit is required, and the deposit is forfeited if the permit is not converted to a license by setting the meter within a prescribed time period, generally two years. Due to the downturn in the housing market, the Board has extended the deadline for conversion of stub-ins. On September 14, 2011 the Board approved an extension until December 31, 2013, to the deadline for stub-ins purchased between January 1, 2004 and December 31, 2011.

During the September 24 meeting the Board asked that staff evaluate the program. The stub-in process was identified as a candidate for a LEAN process improvement event. During the week of February 27 – March 2, 2012 in a “rapid improvement event,” a team composed of Denver Water employees and customer representatives evaluated the process.

The team recommended that the stub-in program be continued with some significant modifications, summarized in Attachment – A, which are designed to reduce the number and cost of site visits to inspect stub-ins, eliminate redundant Denver Water processes, and minimize upfront costs to our customers.

In order to implement the team’s recommendations, a number of Operating Rules must be changed to align with the new process. The new proposed Operating Rules are listed in Attachment – B

Recommendation:

It is recommended that the Board approve the proposed Operating Rule changes shown in Attachment - B.

Approvals:



Patricia Wells
General Counsel

Respectfully submitted,



James S. Lochhead
CEO/Manager



Julie Anderson
Director of Customer Relations