

DENVER BOARD OF WATER COMMISSIONERS

Meeting Date: January 22, 2014

Board Item: II-A-10

Amendment to Chapter 6 of the Operating Rules

Action by Consent

Action

Information

An RIE in September 2012 examined our process for authorizing adjustments to customers' bills based on the existence of a leak at the property, and made changes that we had hoped would streamline the leak adjustment process and make it more efficient and customer friendly. We have found that some of the changes are confusing, make it difficult for our customers to understand their adjusted bill, take longer to calculate, and have resulted in repeat calls and decreased customer satisfaction. We did not get our desired results.

Under the current version of Operating Rules 6.04.5(c), customer adjustments are provided for water loss caused by problems other than underground leaks, such as running toilets, mechanical failure, and other unintentional occurrences. The estimated water loss is billed at the lowest rate and appears as a debit on the customer's bill.

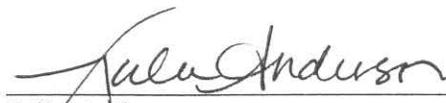
In the spirit of Lean and continual process improvement, we have reexamined the RIE results and now propose to modify the current rule for adjustments. The proposed Operating Rule limits adjustments to leaks, both underground and indoor leaks that are not reasonably discoverable by a customer. The estimated water loss will be determined by comparing the disputed water use to the customer's average use for the same portion of the calendar year over the past three years. The customer's payment for water use in excess of that average will be reflected as a credit on the bill.

Recommendation:

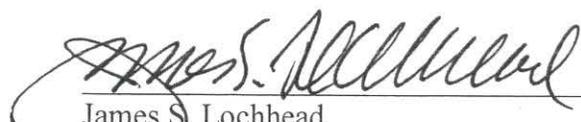
It is recommended that the Board approve the attached proposed changes to the Operating Rules 6.05.4(c).

Approvals:

Respectfully submitted,



Julie Anderson
Director of Customer Relations



James S. Lochhead
CEO/Manager



Patty Wells
General Counsel