

Denver Board of Water Commissioners

Title:

CHANGES TO OPERATING RULES

Meeting Date: 5/13/2009

Contract/Proposal VI-B-3

 Action by Consent Action Information

The Board's Operating Rules are periodically refined and updated in response to changes in regulations, technology and business needs. The last major re-write of the Operating Rules took place in December 2007 when reorganization and standardization of the Rules was completed. Since 2007 the Board has approved several small adjustments to the Operating Rules.

The current list of proposed changes was prepared in anticipation of the conversion from bi-monthly billing to monthly billing which will take place in July when the new Customer Information System goes active. Additionally, modifications to other sections of the Rules covering licensing, hearings and Open Records requests have been requested.

Complete copies of the Rules showing the Changes are attached. Some of the proposed changes are outlined below:

- I. **Conversion to the new Customer Information System and monthly billing.**
 - a. 6.01.2 will always send a bill to the licensed premise as well as to the owner if the licensed premise is a rental;
 - b. 6.04.1 removes references to bi-monthly bills for residential accounts;
- II. **Adjustment and clarifications to current business procedures;**
 - a. 1.05 gg adds a definition of unauthorized water use;
 - b. 2.06c exempts Auxiliary Dwelling Units from the requirement to have a separate license and tap.
 - c. 2.07.6a clarifies when a System Development Charge credit amount is established
 - d. 2.10, 6.01.1 and 6.03.1 clarify the authority to suspend service if fire protection charges are not paid or if a functioning accessible meter is not maintained
 - e. 2.12.3 clarifies the requirements for maintaining an active service
 - f. 6.04.5 b clarifies account adjustments when the meter and the AMR device do not match
 - g. Clarifies the assessment of excess use charges when annual consumption exceeds the amount applied for based on a water budget.
- III. **Chapter 16 Hearing Procedures;**
 - a. 16.02 Requires complainant to provide proof of standing to file complaint.
 - b. 16.03.3 Provides additional time is made available for formal hearings;
 - c. 16.04.5 provides for court reporter to prepare transcription of formal hearing
 - d. 16.07 Clarifies the Manager's actions in accepting and reviewing appeals to the Manager and extends time for Manager to review transcript and issue decision if the appeal is accepted for review
- IV. **Chapter 18 has been modified to clarify Open Records requests;**
 - a. 18.03 eliminates the distinction between formal and informal requests and adds email as an acceptable method of submitting a request
 - b. 18.04 designates Office of Community Relations as contact for media requests
 - c. 18.06 and 18.07 clarify fees for copies and research costs incurred by Denver Water

RECOMMENDATION:

It is requested that the Board review and comment on the proposed changes to the Operating Rules. The

staff would like to finalize the Operating Rule changes and submit them to the Board for action at the first Board meeting in June in order to become effective on July 6, 2009 with the conversion to the new billing system.

Approvals: S.T. Malmberg Jr.

Marie Bassett, Director Public Affairs

D. LaFrance

David LaFrance, Director Finance

D. J. Forney
Manager Approval:

Documents Attached: