January 20, 2022

To: Mayor and Members of City Council

From: Paula Boggs Muething, City Manager   202200085

Subject: Ordinance-Adjustment of Charges for Leaks 401-96.wdl

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Attached is an Ordinance captioned:

> **MODIFYING** Section 401-96, "Leakages," of Chapter 401, "Water Works," of the Cincinnati Municipal Code to allow adjustments to water charges made in accordance with the Greater Cincinnati Water Works' Leak Adjustment Program as an exception to the prohibition against reducing water charges due to leaks.

Each year it is estimated that several hundred Greater Cincinnati Water Works (GCWW) customers experience a private water service line leak between the outdoor water meter and building. Because of their location, these types of leaks may go undetected until the monthly water meter reading reveals an unexpectedly high-water usage and water charge. In addition to the high-water charges, the property owner is responsible for repair of these leaks by contracting a certified plumber, which may cost over $1000. Due to these high and unexpected charges customers may not be able to pay for the metered water charges and the plumber repair costs, resulting in delinquent accounts and shutoffs. The Greater Cincinnati Water Works desires to implement a Leak Adjustment Program to incentivize timely repair of these leaks and assist qualified customers to overcome the financial impact of these unexpected costs. Under the proposed Leak Adjustment Program, customers who complete qualifying repairs within 30 days of the first elevated water utility bill would be eligible for an adjustment to their metered water charges. Cincinnati Municipal Code Section 401-96 currently prohibits the reduction of water charges for leaks and must be amended to allow for the adjustment of charges for qualifying customers under the proposed Leak Adjustment Program. This ordinance modifies Section 401-96 to allow for the adjustment of water charges in accordance with the Leak Adjustment Program.

The Administration recommends passage of this Ordinance.

cc: Cathy B. Bailey, Executive Director/Greater Cincinnati Water Works