Proposed Amendments
Glendale City Code

Chapter 33: Water, Sewer and Sewage Disposal
and
Chapter 2: Administration

City Council Workshop

August 16, 2016

Code Revisions to Chapter 33
Water, Sewers and Sewage Disposal

Background

➢ Last comprehensive revision occurred in 1983
➢ Participants included Budget and Finance, Water Services, and the City Attorney's Office

Purpose

➢ Comply with changes to state and federal law
➢ Adopt practices commonly employed by other municipalities
➢ Improve customer service

Code Revisions to Chapter 33
Water, Sewers and Sewage Disposal

Proposed revisions:

➢ Identifies information to be collected on new customer accounts

➢ Allows for proration of customer accounts for partial billing periods

➢ Provides a timeline for final bill disputes

➢ Uses generic references to the "City" instead of specific job titles

➢ Consolidates all rates and fees in one location for user convenience

Code Revisions to Chapter 33
Water, Sewers and Sewage Disposal

More substantive proposed revisions:

➢ Updates provisions for turning on and off services
- ➢ Complies with state law for residential customers
- ➢ Commercial customer balances must be paid prior to the restoration of services to that property
- ➢ Hardships

➢ Gives staff the discretion to adjust fees and amounts billed
- ➢ Leaks
- ➢ Unexplained usage

Code Revisions to Chapter 33
Water, Sewers and Sewage Disposal

Proposed revisions:

➤ Clearly identifies unlawful utility activities

   ➤ Meter tampering

   ➤ Unauthorized usage

➤ Grants the City Manager the authority to implement the drought management plan

➤ Clarifies responsibilities for sewer blockages and/or damage

Code Revisions to Chapter 2 Administration

Proposed revisions:

➢ Technical amendments

  ➢ Warehouse personnel and the Materials Manager

  ➢ Corrects use of the term "fund"

➢ Authorizes staff to settle certain collection accounts

  ➢ Authority could be based on dollar amounts

Next Steps

➢ Draft language to Council

➢ Additional Workshop

➢ Code amending ordinance for voting meeting

Questions?