



CITY OF SAN ANTONIO
OFFICE OF THE CITY COUNCIL
COUNCIL CONSIDERATION REQUEST

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CITY CLERK

2015 SEP 29 AM 11:10

TO: Mayor & City Council

FROM: Councilman Joe Krier, District 9

COPIES TO: Sheryl Sculley, City Manager; Leticia Vacek, City Clerk; Edward Benavides, Chief of Staff; Christopher Callanen, Assistant to the City Council; Martha G. Sepeda, Acting City Attorney; John Peterek, Senior Management Analyst

SUBJECT: Corrective Measures for SAWS Billing Errors

DATE: September 24, 2015

Issue Proposed for Consideration

I ask for your support for the inclusion of the following item on the agenda of the earliest available meeting of the Governance Committee:

SAWS President and CEO Robert Puente began taking steps Wednesday to address widespread billing problems that came to light this week. However, City Council must require more of SAWS if the utility is to achieve excellence in customer service.

Therefore, I ask for your support in requesting that SAWS provide the following: 1) provide our Mayor and City Council with a comprehensive report that fully addresses the current overbilling problem impacting our San Antonio-area ratepayers. In addition to the report, I ask for 2) a corrective-measures plan so that SAWS customers aren't again hurt by egregious overcharges, and for 3) biannual SAWS oversight briefings.

Brief Background

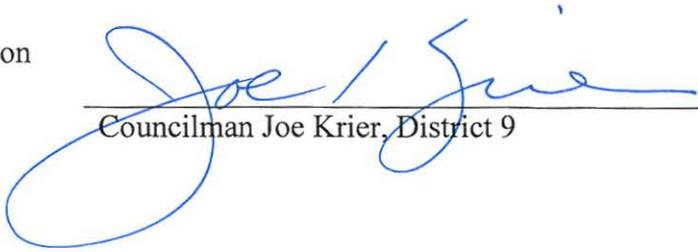
As a City-owned utility, SAWS ultimately answers to the citizens and businesses of this region – its customers. Therefore, City Council's duty is to ensure that SAWS strives to meet the highest standards. The utility must see to it that San Antonio has a reliable, clean supply of water for generations to come. SAWS also must treat its customers fairly, charging appropriately for their water use and explaining its billing practices clearly.

SAWS fell far short of that second standard in its most recent billing cycle.

Numerous SAWS customers opened their monthly water and sewer bills last week and this week, and got a shock. They found totals due that were, in some cases, double or triple what they had paid the month before. Many of these of customers have contacted Council offices expressing their confusion and frustration. They feel they hadn't received a good explanation of the overcharges from SAWS. Neither had they seen much willingness "to make it right."

SAWS has a long history as a strong and forward-looking stakeholder and community partner in our region. I do not want poor customer service to tarnish that reputation or cause residents to lose confidence in their utility.

Submitted for Council consideration
by:



Councilman Joe Krier, District 9

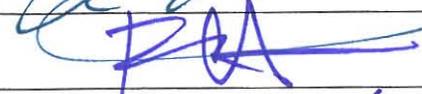
Supporting Councilmembers' Signatures (4 only)

District No.

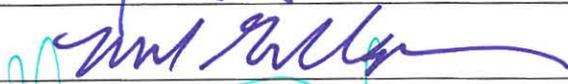
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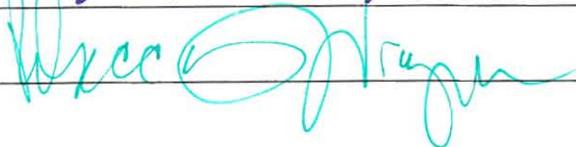
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