

AFFORDABLE ENERGY POLICY SUMMIT

Tuesday, July 11, 2017



AT&T Executive Education & Conference Center
1900 University Avenue
9:00am - 4:30pm





Austin Water

Ginny Guerrero

Community Engagement Specialist



Where does Austin's drinking water come from?

- A. Edwards Aquifer
- B. Colorado River
- C. Barton Springs
- D. A well

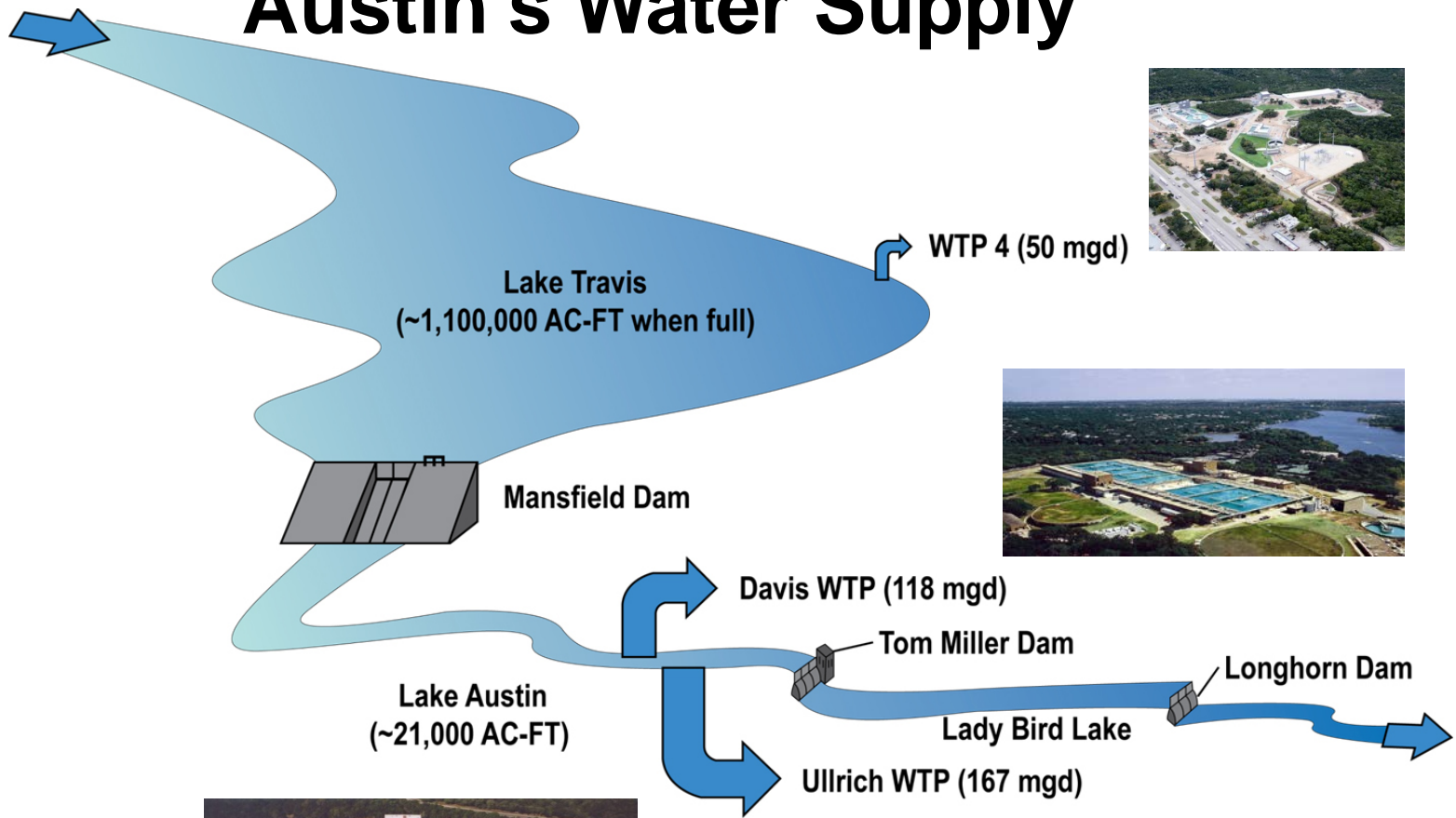


About Austin Water

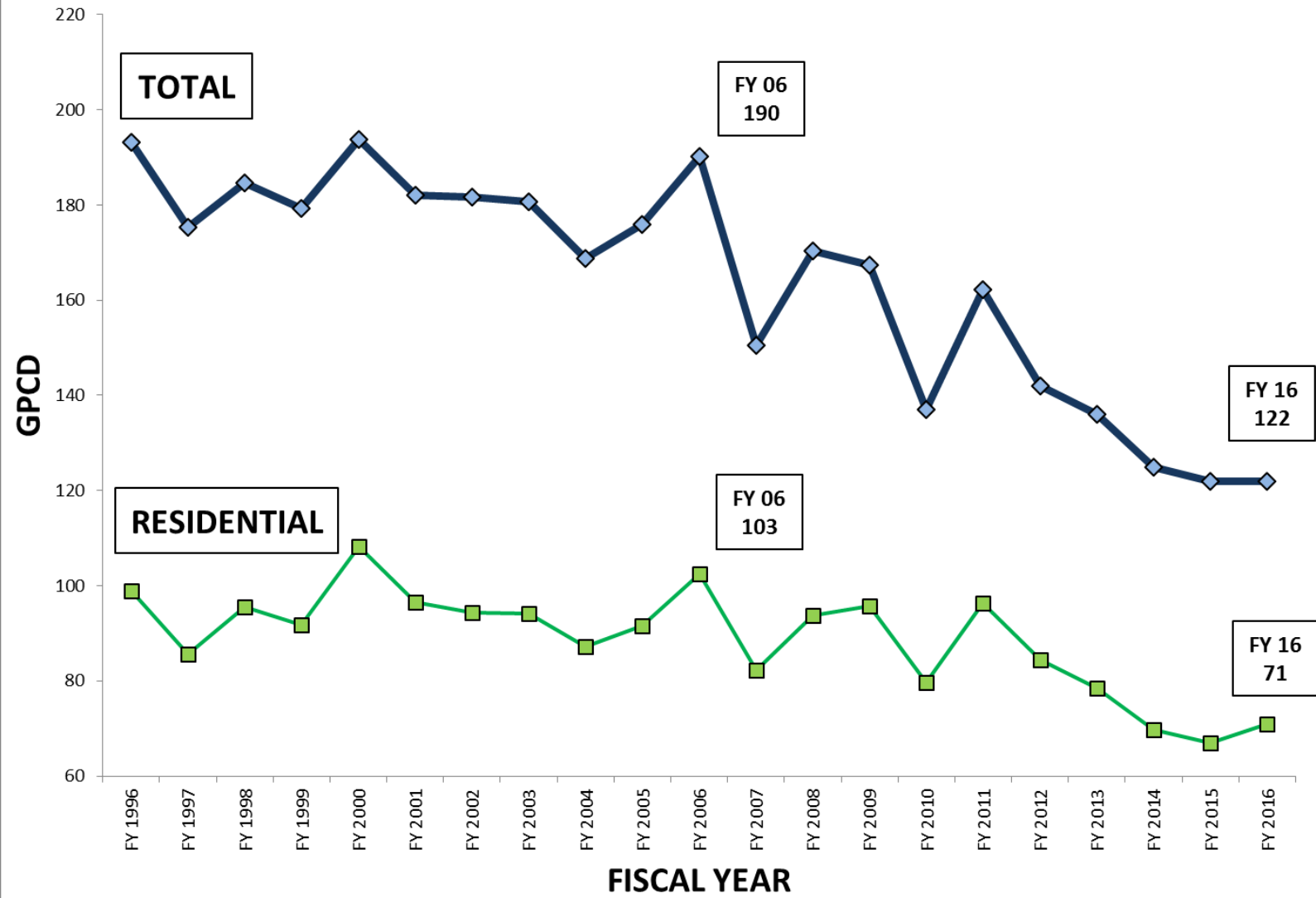
- 100% surface water from Lower Colorado River
 - Firm water rights backed by stored water contract up to 325,000 acre-feet
 - Prepayment agreement up to 201,000 acre-feet
 - 2014 withdrawal ~ 136,000 acre-feet
- Large metropolitan utility
 - 548 square miles
 - 200,000+ connections
 - Just reached 1,000,000 customers!
 - 1,100+ employees



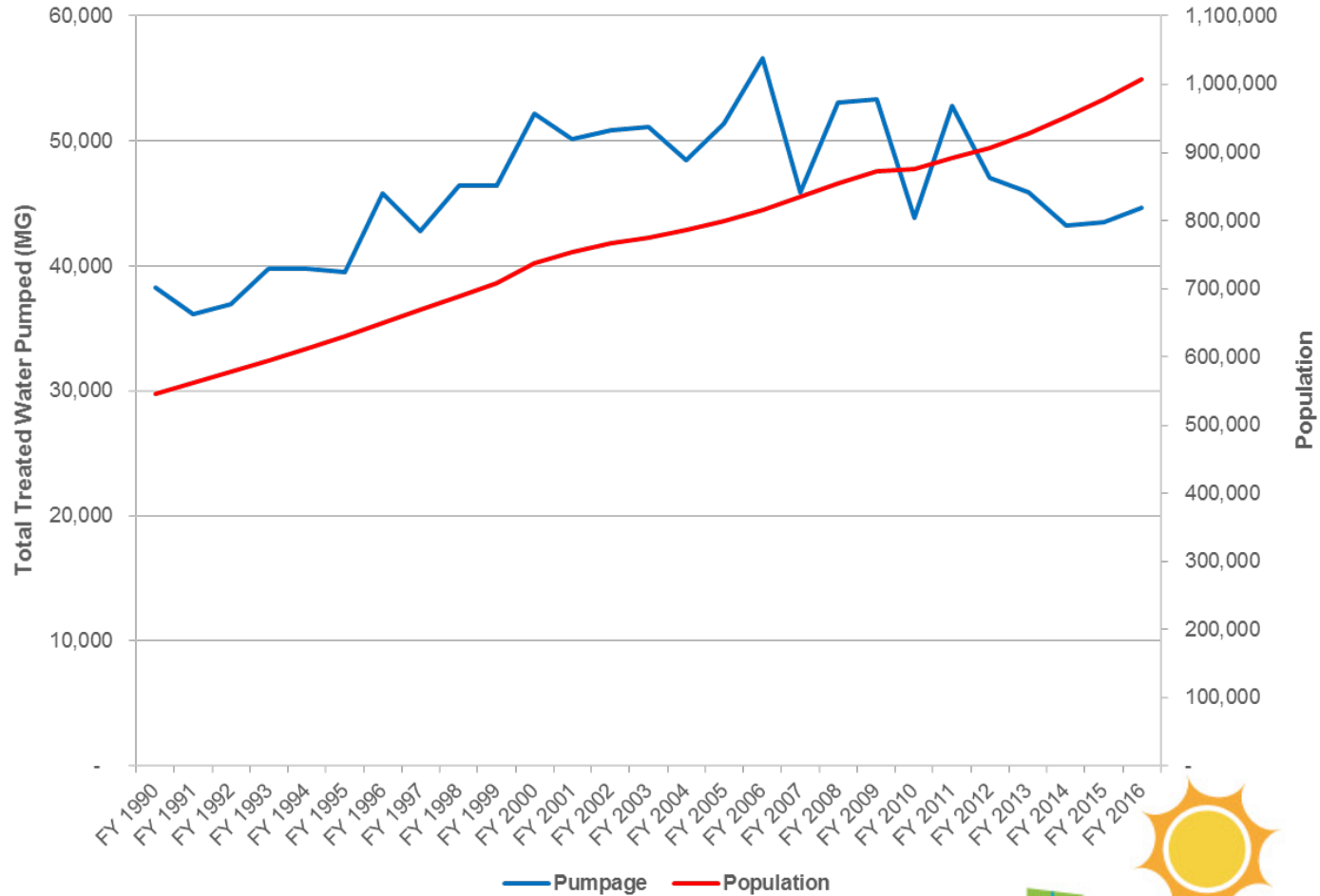
Austin's Water Supply



WATER USE - GALLONS PER CAPITA PER DAY (GPCD)



Austin's Water Demand and Population



Water Conservation

- Water Use Restrictions (Currently in Conservation Stage)
 - Once a week watering schedule for automatic irrigation systems
 - Twice a week for hose-end sprinkler systems
 - Watering allowed anytime with handheld hose

Find simple ways to save water and other tips at:
www.WaterWiseAustin.org



CONSERVATION STAGE

RESIDENTIAL



AUTOMATIC IRRIGATION

Even Address: **Thursday** Odd Address: **Wednesday**



HOSE-END SPRINKLERS

Even Address: **Thurs, Sun** Odd Address: **Wed, Sat**



HOURS

Midnight - 10 AM, 7 PM - Midnight



Tree Bubblers, Hand-Held Hose, Drip Irrigation: Any Day/Any Time



Home Car Wash Allowed with Bucket or Auto Shut-Off Hose

FOR MORE INFO: waterwiseaustin.org



Residential Water Conservation

• Incentive Programs

- Rainwater Harvesting Rebate
- WaterWise Landscape Rebate
- Landscape Survival Tools (Mulch, Compost, Aeration)
- WaterWise Raingarden Rebate
- Pressure Regulating Valve (PRV) Rebate
- Irrigation System Rebates
- Watering Timer Rebate
- Pool Cover Rebate
- Commercial Customer Rebates

• Free Equipment

- Showerheads & Aerators
- Drought Toolkit (Soil moisture meters, Tregators)
- hose meters, sunlight meters (check out from library)



Leak Detection

- Indications of a customer leak include:
 - Meter registers usage when all water “turned off”
 - High bill
 - Wet or greener areas in yard, visible drips, pooled water
 - Running toilet
- Repair leaks quickly
- Contact COA Utilities Contact Center 512-494-9400
 - Some leaks may qualify for a billing adjustment
 - Adjustments request must be sent within 90 days of leak repair



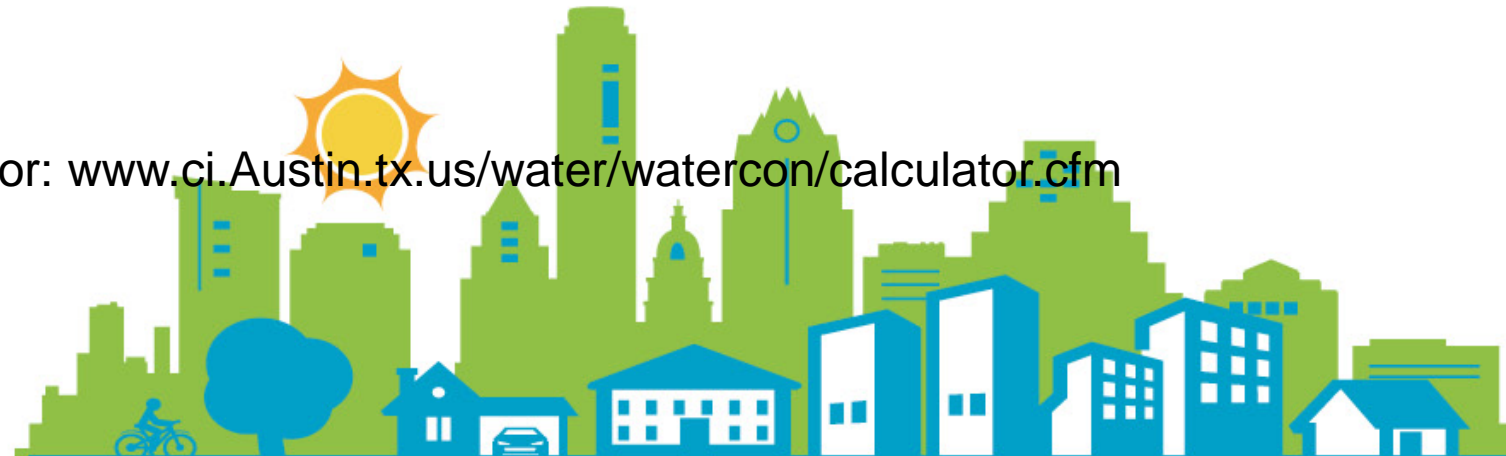
Unexplained High Water Use

City

- Validate Meter Read
- Review Bill Data
- Check at Meter for Leak Indication
- Irrigation System Audit
 - $\geq 25,000$ gallons in 1 month or
 - $\geq 20,000$ gallons for 2 consecutive months

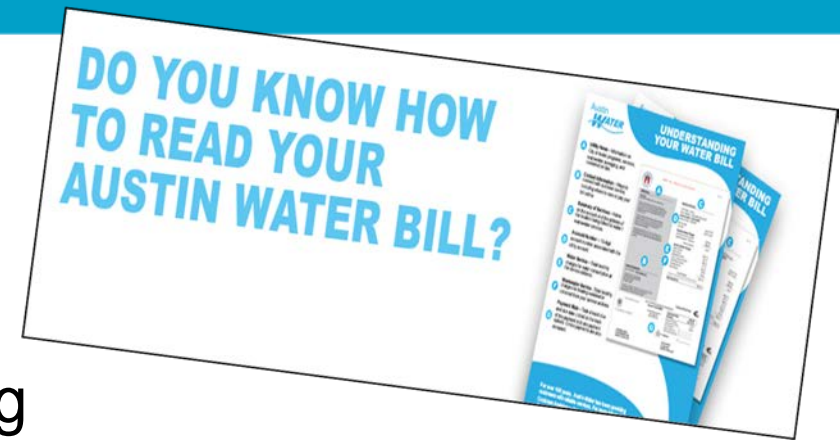
Customer

- Toilet Check / Dye Test
- Check Property / Appliances for Leaks
- Review Water Use Changes on the property
- Check read on meter with Bill Read
- Log daily/weekly Water Use
- Use Austin Water “water use” calculator: www.ci.Austin.tx.us/water/watercon/calculator.cfm



High Water Bills

- Possible reasons for a high bill include:
 - Leak
 - Higher water usage, e.g. irrigation, outside watering
 - High wastewater average
- Call COA Utilities Contact Center for any billing questions or disputes (Call within 90 days of disputed bill.)
- Very high, unexplained usage may qualify for Administrative Adjustment
www.austintexas.gov/highwaterbill



Administrative Adjustment

Ordinance No. 20160519-003

- Gives Austin Water the ability to make an adjustment due to unexplainable high usage
- To qualify a customer must
 - Call within 90 days of disputed bill
 - No previous adjustments within the last 24 months
 - Be a Single family residential customer with 12 months of billing history at the address
 - Have been billed for water usage greater than or equal to 3 times normal use



Wastewater Averaging

- Water use during winter months determines wastewater charges for the year for residential customers
 - Wastewater averaging period: 3 months between mid-November to mid-March
 - Specific dates of averaging period depends on billing cycle
 - Reminders printed on billing statement

CONSERVE WATER DURING WINTER MONTHS



Assistance for Low-Income Customers

- Tiered Rates provide low cost water for low volume users
- Certain residential customers may qualify for:
 - Waiver of Monthly Meter Equivalent Minimum Charge
 - Waiver of Tiered Minimum Charge Waiver
 - Lower Customer Assistance Program Volume Unit Charges
- Low income home water and energy efficiency assistance programs in partnership with Austin Energy and Texas Gas Co.



Tips to Avoid Unwanted Costs

- Only City of Austin personnel are authorized to turn water service on or off at the meter
- When renting, check terms of your lease to see who is responsible for leaks
- Call COA Utilities to stop utility service as soon as you move out
- Check your monthly water usage each month, especially if on levelized/budget billing





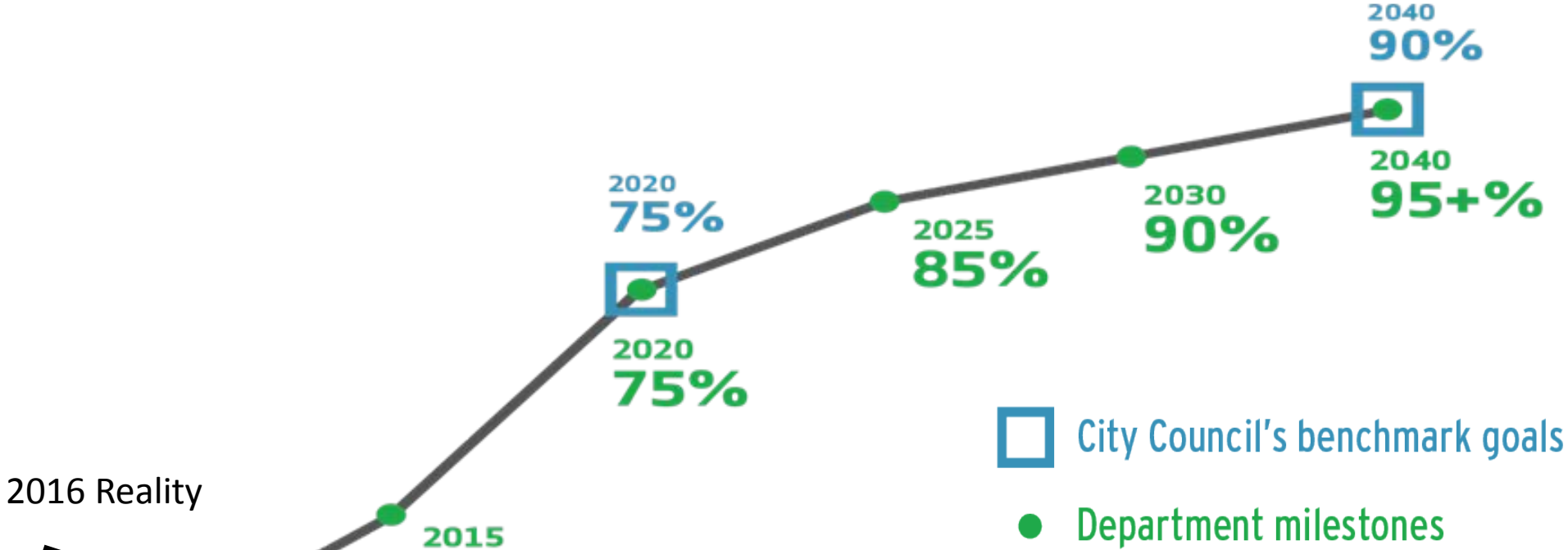
Austin Resource Recovery

Memi Cardenas
Public Information Specialist

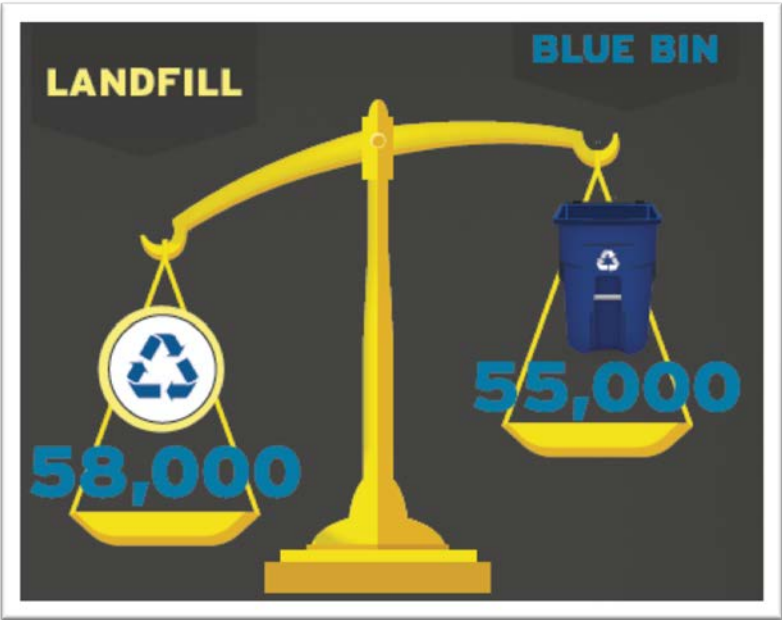
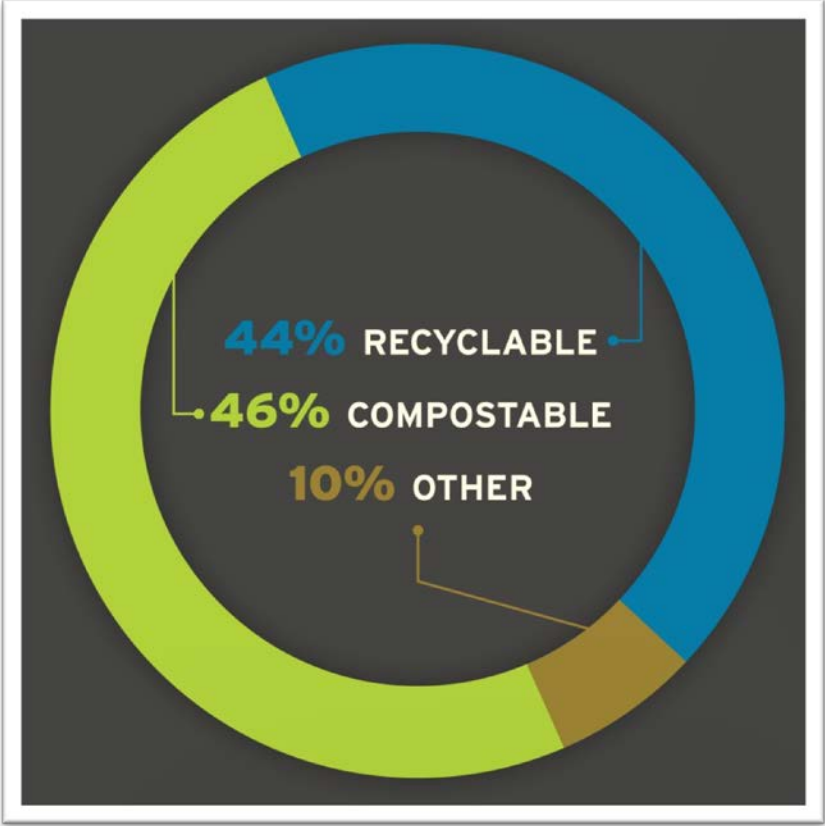
Achieving Zero Waste in Austin



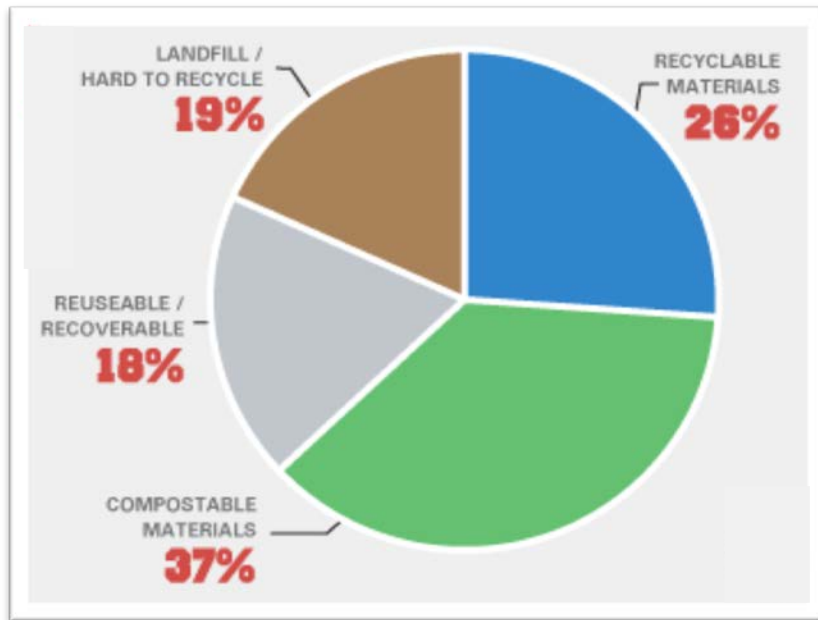
Zeor Waste: 90% by 2040



Residential Waste Study



Universal Waste Study



MORE THAN
80%
OF WHAT IS BEING BURIED
OR INCINERATED COULD
HAVE BEEN REUSED,
RECYCLED
OR COMPOSTED.



Curbside Services Rates



96 – gallon
\$41.85*



64 – gallon
\$23.30*



32 – gallon
18.15*



24 – gallon
\$16.90*

*Includes base fee of \$13.05



Trash & Recycling Collection



- Weekly Trash collection
- Every-other-week Recycling collection
- Special services available to move cart from house to curb and back



Yard Trimmings Collection



- Weekly yard trimmings collection
- Place yard trimmings and small brush into brown kraft yard bags



Bulk Collection



- Twice yearly collection
- Customers notified several weeks in advance via direct mail postcard



Large Brush Collection



- Twice yearly collection
- Customers notified several weeks in advance via direct mail postcard



Street Sweeping & Dead Animal Collection



- Residential streets swept six times per year
- Major streets swept once per month
- Dead animals removed from public right of ways



AUSTIN RESOURCE RECOVERY

RECYCLE & REUSE

DROP-OFF CENTER



ReBlend Paint



ReUse Store



Curbside Organics Pilot



- Paper bags and Paper To-Go containers
- Yard Trimmings and Wood
- All Food Waste
- Cardboard





Austin Code

Robert Moore
Assistant Division Manger



What We Do

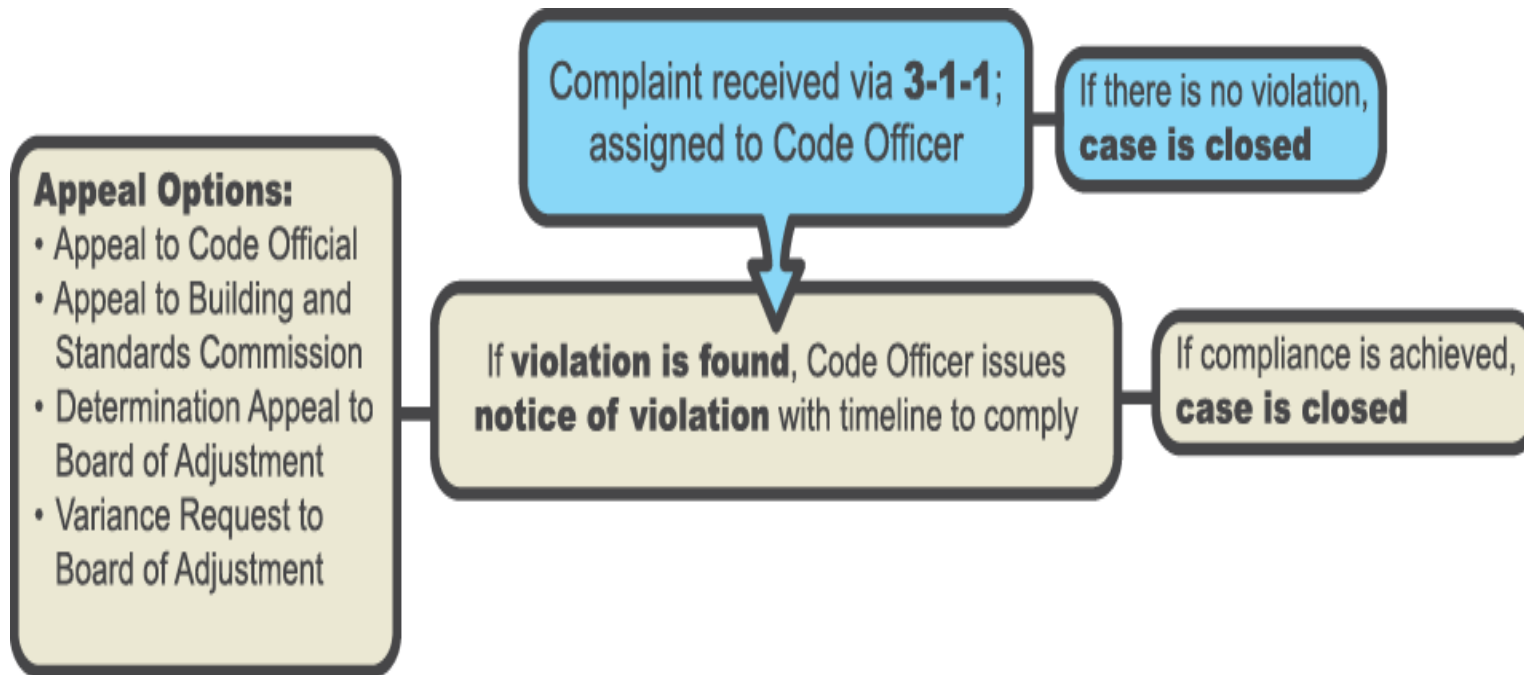


Provide quality education and enforcement of City codes and ordinances so that Austin will be a more livable City.

- Balance code compliance and code enforcement
- Maintain the minimum standard of code
- Preserve quality of life
- Prevent unsafe and hazardous conditions
- Partner with Neighborhoods, Non-Profits and other government agencies



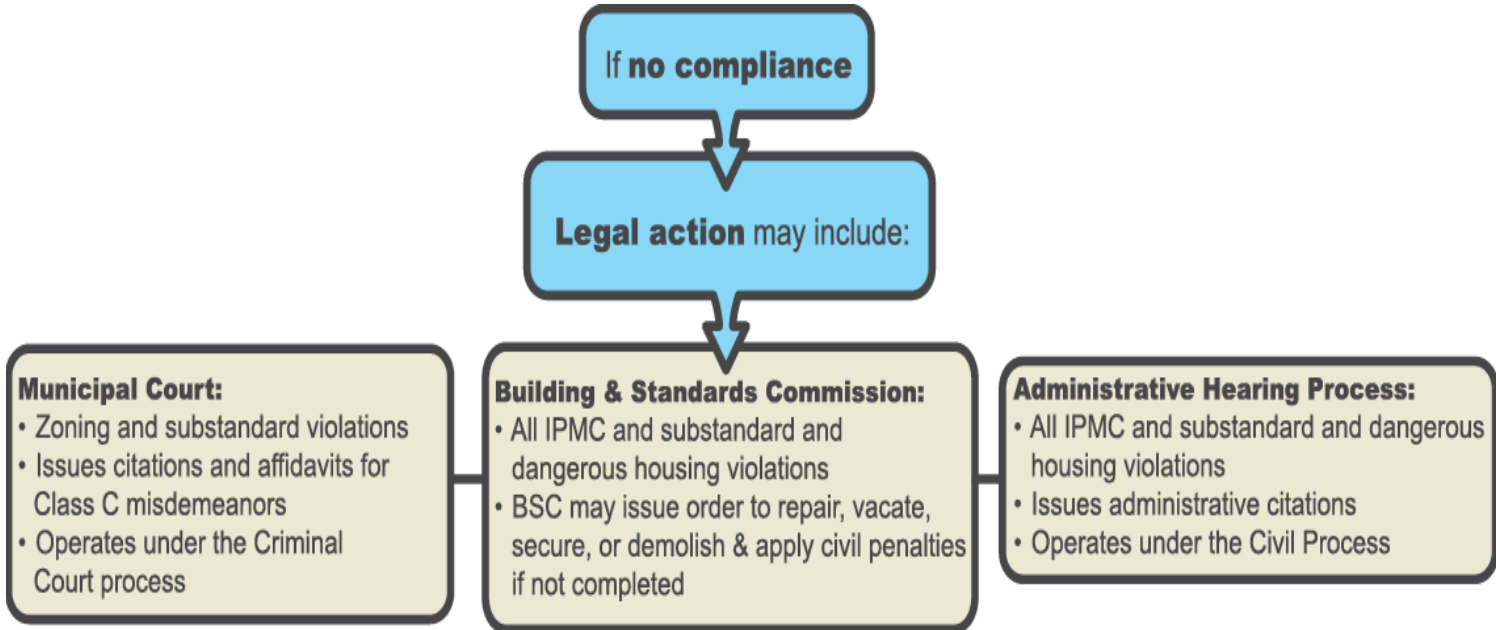
Compliance



- We want compliance!
- Most Substandard Condition Violations have a 30 Day Time Frame With Extensions Depending on Violation.



Enforcement



- If you have difficulty getting approval from the owner what do you do??
- If Compliance is Not Achieved it Could Go to District Court.



How We Do It



Identifying The International Property Maintenance Code



- IPMC – International Property Maintenance Code. book of codes used to create a certain standard for existing buildings that will need maintenance while aging.
1998 – First Edition Published.
- 2010 – City of Austin Adopted the 2009 IPMC Edition Replacing the Housing Code.
- 2012- Current Edition Being Enforced.



Identifying The International Property Maintenance Code



ICC – International Code Council Member focused association that develops model codes and standards.

1994 – ICC was established.

Their codes are created to help protect public health, safety, and welfare.

*Fun Fact – Most technical codes the City uses are adopted from the ICC except Plumbing and Mechanical.



10 Common Substandard Conditions

- 1) No Hot Water
- 2) A/C Not Cooling
- 3) Heater Not Heating
- 4) Non-Functional or Missing Smoke Alarm
- 5) Bedbug/Roach/Rodent Infestation
- 6) Damaged Interior Wall
- 7) Trip Hazards
- 8) Damaged Windows
- 9) Ceiling Leak
- 10) Electrical Outlet(s) Not Working



No Hot Water

- **Section 505.4 Water Heating Facilities.** Water heating facilities shall be properly installed, maintained and capable of providing an adequate amount of water to be drawn at every required sink, lavatory, bathtub, shower and laundry facility at a **minimum temperature of 110 degrees Fahrenheit.**



A/C Not Cooling



- **Section 603.1 Mechanical Appliances.** **All mechanical appliances**, fireplaces, solid fuel-burning appliances, cooking appliances and water heating appliances shall be properly installed and maintained in a safe working condition, and shall be capable of performing the intended function.



Heater Not Heating



- **Section 602.2 Residential Occupancies.** Dwellings shall be provided with heating facilities capable of maintaining a room temperature of **68 degrees Fahrenheit** in all habitable rooms, bathrooms and toilet rooms.



Inoperable or Missing Smoke Alarms

Section 704.2 Smoke Alarms.

Single- or multiple-station **smoke alarms shall be installed and maintained** in Group R or I-1 occupancies, regardless of occupant load at all of the following locations:

1. On the **ceiling or wall outside of each separate sleeping area** in the immediate vicinity of bedrooms.
2. **In each room used for sleeping purposes.**
3. **In each story within a dwelling unit, including basements and cellars** but not including crawl spaces and uninhabitable attics.



Bedbug/Roach/Rodent Infestation



Bed Bugs



Fleas/Ticks



Rodents



Roaches



Spiders



Termites

- **Section 309.1 Infestation.**

All structures shall be kept free from insect and rodent infestation. All structures in which insects or rodents are found shall be promptly exterminated by approved processes that will not be injurious to human health. After pest elimination, proper precautions shall be taken to prevent reinfestation.



Damaged Interior Wall



- **Section 305.3 Interior Surfaces.** **All interior surfaces**, including windows and doors, **shall be maintained in good, clean and sanitary condition.** Peeling, chipping, flaking or abraded paint shall be repaired, removed or covered. Cracked or loose plaster, decayed wood and other **defective surface conditions** shall be corrected.



Trip Hazards



- **Section 305.4 Stairs and Walking Surfaces.** Every stair, ramp, landing, balcony, porch, deck or other **walking surface shall be maintained in sound condition and good repair.**



Damaged Window

Section 304.13 Window, Skylight and Door Frames. Every **window**, skylight, door and frame shall be kept in **sound condition, good repair** and weather tight.

304.13.1 Glazing. All glazing materials shall be **maintained free from cracks and holes.**



Ceiling Leak



- **Section 304.7 Roofs and Drainage.** The roof and flashing shall be sound, tight and **not have defects that admit rain.** Roof drainage shall be adequate to prevent dampness or deterioration in the walls or **interior** portion of the structure.



Electrical Outlets Not Working



- **Section 604.3 Electrical System Hazards.** Where it is found that the electrical system in a structure constitutes a hazard to the occupants or the structure by reason of inadequate service, improper fusing, **insufficient receptacle** and lighting outlets, improper wiring or installation, deterioration or damage, or for similar reasons, the code official shall require the **defects to be corrected** to eliminate the hazard.



Disasters & Loss of Utilities



Disasters & Loss of Utilities

Expectations During Damages & Repairs:

- Imminent Danger - One Day Compliance
 - Hazmat Chemicals
 - Collapsing Structure
 - Exposed Wiring, etc.
- Dangerous - Three Day Compliance
 - Unsecured Pool
 - Sewage Leak
 - Damaged Stair Treads, etc.
- Emergency Board & Secure -Immediately



Disaster & Loss of Utilities



Accommodations:

- Hotel/Motel
- Vacant unit onsite or at a sister location
- Provide drinking water
- Portable space heater
- Temporary window unit



Disaster & Loss of Utilities



- Bathroom Trailer



Repeat Offender Program

2013

Repeat Offender §4-14-1

History

- June 6 Rental Registration Resolution 49
- June 6 Repeat Offender Program Resolution 50
- Sept. 26 2013 | 50 adopted
- Oct. 7 2013 | Repeat Offender Ordinance goes into effect
 - 4 FTE approved by Council for Multi-Family Inspection Team
 - FTE hired and trained
 - ROP developed
- Jan. 2014 ROP Fully Implemented
- Nov. 2014 Amended by Council
- Remove habitability
- 12 to 24 months
- Added conditions
- Jan. 2015 Changes are implemented by Austin Code

2014

2015



Overview

Ordinance Requirements

All single-family and multi-family rental properties that have received numerous health and safety complaints within 24 consecutive months are required to register with the City of Austin Repeat Offender Program.



Single-Family Property

Property used for single family residential, single-family attached, and two-family residential (duplexes, garage apartments, townhomes, garden homes, etc.).



Multi-Family Property

Property used for three or more dwelling units, within one or more buildings (apartments, condos, etc.)



Overview

Ordinance Requirements

A rental registration is required for multi-family and single-family rental properties (not occupied by the owner) if they have received the following within 24 consecutive months at the same property:

- 2 or more separate notices of violation are issued for the same property within a consecutive 24 month period and the owner of the property fails to correct the violations within the time frame required by the code official.
- 5 or more separate notices of violation issued on separate days for the same property within a 24 period regardless of whether the violation was corrected or not.
- 2 or more citations are issued for the same property within a 24 consecutive months.



Overview



What types of conditions are considered a violation?
Rental properties with multiple code violations are required to register with the repeat offender program.



Process

IDENTIFY

REVIEW

REGISTER

NOTIFY

INSPECT

- Code staff identifies and refers property to the ROP committee as a candidate for the Repeat Offender Program.
- The ROP committee reviews the property and determines whether the property meets the ordinance requirements.
- If eligible, the property is submitted to the Code Licensing and Registration Team. The property owner is required to register within 14 days or appeal to the Director of the Code Department.
- Properties are automatically registered after 14 days
- \$100 application fee for each property
- The public is notified of registered properties via online reporting tools and distribution methods such as: the Austin Code website, media, quarter reports and social media.
- The Code Multi-family team conducts periodic inspections of all registered properties.



Challenges/Successes

Challenges

- Impact to tenant quality of life during renovations and relocations
- Judicial process is long and deliberate
- Requires balanced enforcement – unintended displacement
- License revocation/suspension may effect affordability and access to affordable units
- Limited ROP program resources
- Puts a great financial burden on ownership
- Requires additional staff when increasing the amount of properties on the program.

Successes

- Cases are well documented and investigated in detail during the court process
- Four properties have graduated – been removed from the program
- Creates a deterrent for reputable ownership that care about their properties image.
- Brings more attention to the property from ownership when the problem could be poor management.
- Shows the community that the City cares about holding owners responsible for increasing living conditions



Questions?

