



City of San Antonio

Agenda Memorandum

File Number:
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Agenda Item Number: {{item.number}}

Agenda Date: February 25, 2025

In Control: Municipal Utilities Committee

DEPARTMENT: Development Services Department

DEPARTMENT HEAD: Michael Shannon

COUNCIL DISTRICTS IMPACTED: Citywide

SUBJECT:

Council Consideration Request by Councilmember Jalen McKee-Rodriguez (District 2) and Councilmember Marina Alderete Gavito (District 7) on preventative measures to eliminate water disconnections for apartment residents in good standing.

SUMMARY:

Council Consideration Request by Councilmember Jalen McKee-Rodriguez (District 2) and Councilmember Marina Alderete Gavito (District 7) on preventative measures to eliminate water disconnections for apartment residents in good standing.

BACKGROUND INFORMATION:

On August 7, 2024, Council Member Jalen McKee-Rodriguez and Council Member Marina Alderete Gavito submitted a Council Consideration Request (CCR) directing staff to explore methods to prevent the disconnection of water service to apartments tenants in good standing when property owners and/or managers collect funds but fail to pay the San Antonio

Water System (SAWS) for services. The CCR highlights recent situations whereby tenants, otherwise in good standing, have had water service disconnected as a result of property managers failing to pay their SAWS bills. The CCR requests that City and SAWS staff explore updates to the Proactive Apartment Inspections Program (Program), initially created in 2023, that would require:

- That apartment complexes that consistently pay SAWS bills late be enrolled in the Program and pay the associated fees.
- That apartment complex managers and owners promptly notify tenants in writing when they enter into a payment plan with SAWS.
- Mandate that delinquent complexes be managed by a reputable property management company not currently or recently registered in the Program.
- Develop a City of San Antonio (CoSA) maintained website whereby names and addresses of apartment complexes that are significantly delinquent be publicly available to view.
- SAWS to share customers data with CoSA to allow Departments to coordinate and respond.
- Review and recommend changes to SAWS policies and procedures for notification to property owners, payment arrangement, and/or fees that are implemented consistently and documented appropriately before a shutoff is scheduled.

On October 16, 2024, the CCR was considered by the Governance Committee and referred to the Municipal Utilities Committee (MUC). SAWS and CPS Energy had presented on their disconnect process to the MUC on September 24, 2024.

ISSUE:

The CCR requests that the City and SAWS staff explore enhancements to city ordinances to protect tenants from water disconnections. In addition, the CCR specifically requests alterations to the Proactive Apartment Inspections Program to increase accountability and transparency for apartment complexes that fail to pay SAWS utility payments and a review of SAWS policies and procedures for disconnect notifications and sharing of customer data.

FISCAL IMPACT:

N/A

ALTERNATIVES:

N/A

RECOMMENDATION:

N/A