



# City of San Antonio

## Agenda Memorandum

**File Number:**  
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**Agenda Item Number:** 2

**Agenda Date:** March 25, 2025

**In Control:** Municipal Utilities Committee

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**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 apartment 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 disconnected water service due to property managers failing to pay their SAWS bills. The CCR requests that City and SAWS staff explore updates to the Proactive Apartment Inspections Program (PAIP), 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 are publicly available to view.
- SAWS will share customer data with CoSA to allow departments to coordinate and respond.
- Review and recommend changes to SAWS policies and procedures to notify property owners, payment arrangements, and/or fees that are implemented consistently and documented appropriately before a shutoff is scheduled.

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

On February 25, 2025, DSD provided an update to the MUC and requested staff return with a recommendation. Staff will recommend changes to Chapter 34 to allow placing liens on accounts with outstanding balances exceeding \$50,000. Additionally, staff recommends changing Chapter 16 to allow automatic accrual of points to the PAIP if water service is disconnected on a master meter.

#### **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:**

Not applicable.

#### **ALTERNATIVES:**

Not applicable.

**RECOMMENDATION:**

Staff recommends that Municipal Utilities Committee approves the process outlined for City Council consideration.