

UTILITIES RULES AND REGULATIONS

GENERAL

Receiving Service – cont'd

- e. Utilities is required to collect, remit and exempt sales tax per applicable law.
- f. If service is discontinued for an account, whether at the Customer's request or in accordance with Section IV of these URRs - DISCONTINUANCE OF SERVICE, then Utilities may transfer any unpaid amounts to other utility service accounts in the Customer's name or in the name of a user of the utility services at the Premises served by the discontinued account.
- g. In invoicing, billing, and collecting (collectively "billing") residential Stormwater service fees in accordance with City Code Section 14.8.109, Utilities will bill the established fee in each applicable Utilities bill period to each applicable customer through Utilities' standard billing practices. Utilities' applicable customers constitute owners or occupants of residential property as stated in the listed City Code Section. Utilities' bill periods may not align with calendar months, but customers will be billed the appropriate Stormwater service fees over time. Residential Stormwater service fees are due in full upon billing in accordance with provision (a) of this section. Utilities may prorate residential Stormwater service fees when an applicable customer is billed for a partial bill period. Upon termination of utility service, no partial residential Stormwater service fee refunds will be granted, as the Stormwater service fee is incurred in full upon billing. Except for refunds processed through Utilities' standard operating procedures, in the event of any refunds for residential Stormwater service fees paid over to the City, the City will be responsible for making such refunds.

B. Underbilling

Utilities may make reasonable adjustments to a Customer's utility bill in the event of underbilling when Utilities, in its sole discretion, determines that the costs likely to be incurred by Utilities to resolve the underbilling approximates or exceeds the underbilled amount, Utilities determines that the underbilling is the result of a recurring Utilities error, or in accordance with another provision of these Utilities Rules and Regulations.

Approval Date: May 8, 2018
Effective Date: June 1, 2018
Resolution No. _____