

**UTILITIES RULES AND REGULATIONS**

**GENERAL**

**III. RECEIVING SERVICE**

**A. Billing**

**1. General**

- a. Utilities will bill and collect for utility services as provided for in these Tariffs, by contract, or as established by City Code Section 14.8.109 for residential Stormwater service fees. Billing statements are due and payable by the date indicated in the billing statement. If the billing period is of a nonstandard length, the bills will be normalized to reflect the number of days in the billing period. If the billing period spans multiple effective rates, then the charges for the billing period will be prorated to reflect the number of days in each rate period.
- b. Utilities generates billing statements on a regular basis. Billing statements may be impacted and corrected without notice because of unusual circumstances in Utilities' business caused by emergencies, events, occurrences, accidents, strikes, force majeure, or availability of Utilities' systems. Fees may be assessed for returned payments, convenience charges, and similar items, in accordance with Section I.B. Fee Table.
- c. Utilities will bill for actual consumption that is measured through the Meter or established calculated fees for non-metered services. Utilities may estimate charges due for utility service on accounts where Utilities determines that accurate meter readings have not been obtained. Billing for water and wastewater services may be based on criteria other than actual consumption that is measured through the Water Meter as provided in Section 6(D), Water Leak Adjustment Program.
- d. In any case where any meter has not been accessible for reading, maintenance, or replacement, where inaccurate readings or information has been provided by a Customer for billing purposes, where subterfuge has occurred or where there has been a diversion of utility service, Utilities will bill the Customer or user to the extent of available meter readings or other records or information acceptable to Utilities to determine or reasonably estimate the charges due.

Approval Date: May 8, 2018  
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Resolution No. \_\_\_\_\_