

Billing Adjustments Policy Update

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Overview

- Purpose of Adjustment Policy
- Background
- Changes to Policy
- Added Adjustment Procedures
- Recommendation



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Purpose

- Provide customer assistance
- Define process
- Consistent methodology
- Clarity for customer and staff



Background

- Updated in 2011
 - City Code consistency
 - 4 tier rate structure implemented
- Provided processes and clarity
 - Property side water leaks
 - Sewer cap revaluations
 - Unexplained usage
 - Inaccurate landscape measurements
- Provided variance authority to Director of Utilities



Changes to Policy

- Policy based on 4 tier Single Family Residential (SFR) water rate
 - SFR Rate modified to 2 tier in 2015
 - Adjusting based on memo from Director of SR Water
- Reformatted to provide definitions, criteria and methodology clarity
- Added adjustments for billing performed by miscellaneous receivables
 - Currently performed but not documented in the Policy
 - Specialty meter billing
 - Sewer category reassignment



Added Procedures



- Specialty meter billing
 - Meters that measure various commercial processes
 - Cooling towers, water used in products, etc.
- Sewer Category Reassignment
 - Commercial sewer rates vary depending on strength of discharge
- Monitored by Environmental Services
- Billed through miscellaneous receivables

Recommendation

It is recommended by Santa Rosa Water (SRW) and the Finance Department that the Board of Public Utilities, by resolution, replace Water Billing Policy – UB-1 Billing Adjustments with the new Water Billing Policy – UB-2 Billing Adjustments to conform to the current water rate structure and add defined procedures for additional billings performed by SRW and Finance.

DISCUSSION / QUESTIONS?



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