

City of Santa Rosa



Legislation Details

File #: 20-317BPU **Version:** 1 **Name:** Repealing Reso No 1012 Policy UB-1 Billing Adjustments
Type: BPU- Report **Status:** Agenda Ready
File created: 8/5/2020 **In control:** Board of Public Utilities
On agenda: 8/20/2020 **Final action:**
Title: REPORT - RESOLUTION ADOPTING UPDATED POLICY UB-2 BILLING ADJUSTMENTS IN PLACE OF POLICY UB-1 BILLING ADJUSTMENTS

BACKGROUND: The Finance Department provides billing adjustments for customer property-side leaks, inaccurate landscape measurements, unexplained use and sewer cap re-evaluations per Water Billing Policy - UB-1 Billing Adjustments (UB-1). UB-1 defines how to calculate adjustments for customer-side water leaks. The Single Family Residential (SFR) calculation is based on the previous four-tier rate structure and the proposed update to the policy modifies the calculation to use the current two-tier SFR rate structure for water. In addition to updating the currently defined processes for billing adjustments, the proposed update to the policy adds adjustment procedures for other billings performed by the SRW and Finance Departments to ensure consistency for processing those adjustments.

RECOMMENDATION: It is recommended by Santa Rosa Water (SRW) and the Finance Department that the Board of Public Utilities, by resolution, replace the current 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.

Sponsors: Board of Public Utilities

Indexes: Not a Project

Code sections: 15378 - Not a Project

Attachments: 1. Staff Report, 2. Attachment 1, 3. Attachment 2, 4. Attachment 3, 5. Resolution, 6. Presentation (added 8/19/2020)

Date	Ver.	Action By	Action	Result
8/20/2020	1	Board of Public Utilities	to approve	Pass