

CONSOLIDATED POLICY MANUAL

PWE-2013-02

RETROACTIVE BILLING FOR MUNICIPAL WATER AND WASTEWATER

(approved: March 19, 2013)

1. Whereas staff has been directed to revisit the water and wastewater retroactive billing policies, PWE-2001-04 and PWE-2011-01 respectively;

And Whereas both policies are similar and are applied similarly to similar circumstances;

Be it hereby resolved that PWE-2001-04 and PWE-2011-01 be rescinded and replaced with a single policy for retroactive billing for water consumed and wastewater generated where billing errors have resulted in:

1. Over billing – the customer shall be credited with the amount erroneously paid for a period not exceeding two (2) years; and
2. Under billing – the customer shall be charged with the amount erroneously billed for a period not exceeding:
 - a. Two (2) years, in the case of a customer who was not responsible for the error; or
 - b. Seven (7) years, in all other cases.

That when retroactive billing results from “honest mistakes”:

1. No interest be applied to the adjustment;
2. When monies are owed by the consumer the consumer’s ability to pay be considered when developing a payment schedule for the outstanding amount; and
3. When monies are owed to the consumer the payment be made forthwith or if the amount is less than 2 months normal billing a credit be applied to the account.

That when retroactive billing results from fraudulent action by the consumer:

1. The County’s late interest rate prevailing at the time the cost was incurred be applied; and
2. All funds become due and payable upon invoicing.

And that the new policy be effective immediately and be applied to all retroactive water and wastewater bills that have not been invoiced.

Attachments:

None