

# WATER BILLING CHEAT SHEET

## Acceptable rebate of late fees

1. The reversal of late fees are only approved when there is legitimate evidence of an error.
2. A customers' payment history will always be considered.
3. Rebates are non-routine and should be handled on a case by case basis
4. Create a CityLink – Water Billing Inquiry SR>Late Fees/Deposit Adjustment>Needed: Apply adjustment.

## Acceptable voided event circumstances (this is not a complete list)

1. Leak investigation and a Service Order has been created
2. City's billing error and more time is needed to make a payment
3. Payment issues such as; draft, lockbox or credit card where a third party to the transaction caused an issue and more time is needed
4. A customers' payment history will always be considered
5. Create a CityLink – Water Billing Inquiry SR>Account Changes>Updated Account

## Extending Due Date

1. One time isolated financial hardship request, the due date on the LATE event up to **7 additional days past the due date**. Allowing the 10% late penalty to remain in effect if the customer does not keep their commitment.
2. Requests for additional time, customers must come to the office to sign an agreement. 50% of the balance should be paid to qualify for a payment arrangement on the remaining amount due.
3. Memo placed on the account noting the request.
4. Create a CityLink – Water Billing Inquiry SR>Account Changes >Taken: Updated Account

## Move-In Policy/Procedure

1. Query the customers name and SSN in Cayenta
2. Move person level to the top, view all accounts. Confirm there are no alerts (write-off, debt setoff, internal collection or online collection)
3. If a debt setoff or collections customer must pay all or half of balance, remaining balance transferred to new account (make sure to advise customer of the
4. No accounts proceed to Online Utility Exchange – Agent must enter Risk percentage and date in comments field on the Add Customer/Account screen.
5. Document all contact information \$50 deposit (if needed) + \$20 initiation fee
6. Create a CityLink – Water Billing Inquiry SR>Move In/Move Out>Taken: Processed request

## Payment required for reconnection

1. Disconnected for non-payment must pay total billed amount plus late fees (10% and \$20) for the reconnect to be generated
2. Create a CityLink – Water Billing Inquiry SR>Transferred to IVR/Payment>Transferred to IVR

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## Vacant using water

1. Caller must provide SSN, Photo ID and Copy of Lease
2. Place memo in Cayenta: Identity verification and front/back copy of lease required.
3. Customer may choose to: Fax the information to Revenue @727-8448 or bring a copy of SSN Card, Photo ID and copy of the front/back page of their lease to Bryce A Stuart Municipal Building, 100 East First Street, 1st Floor Utilities Business Office.
4. Create a CityLink – Water Billing Inquiry SR>Vacant Using Water>Answered question(s)

## Fire Hydrant Permit

DO NOT transfer caller to anyone the customer must make payment and pick up meter in person.

Citizen makes the request to Customer Service, Revenue Department, 1st floor Utilities Business Office, 100 East First Street for a fire hydrant meter permit:

- o A deposit fee of \$750.00 and an application fee of \$50.00 is required before obtaining a permit
- o Citizen picks up the fire hydrant meter from the Meter Shop (the meter is read for the beginning reading)
- o Citizen has six months to use the meter (must request an extension if longer is needed)
- o Citizen returns the meter to the Meter Shop (the meter is read for ending reading)
- o Revenue bills the citizen for water usage or refunds the citizen after the final accounting is done

Create a CityLink - General Information Education SR>Select department >REVENUE DEPARTMENT>Reason>REVENUE - FIRE HYDRANT METER PERMIT

# WATER BILLING CHEAT SHEET

## Customer Education Regarding High Consumption

In an attempt to provide detailed assistance to customers concerning abnormally high consumption amounts, please use the following guide to help customers determine if they have a leak.

Verify the number of days in the billing period. 60 days is the standard for residential. Click on the water faucet to see the number of days in the reading.

Verify the consumption has increased significantly by clicking on the water faucet and scrolling to the right to the column Avg Daily Cons.

Question:

Do you have a leaky faucet, water hose or commode?

Suggestion:

You may test your commode by pouring a small amount of a colored liquid in the tank. If it leaks into the bowl, you should replace your fluid master and flapper.

Question:

Do you have a wet area in your yard between the meter and the house?

Suggestion:

Turn off the main valve in the home and check the meter dial for movement. If it moves, this is an indication of a possible leak in the line.

## Leak Adjustment Policy

Leak adjustment program allows representatives to adjust the water and/or sewer bill after determining that the charge is abnormal due to a concealed leak or a leaking toilet. Billing for the two highest billing periods will be adjusted to the normal bill plus ½ of the excess water and sewer above the normally billed during the two billing periods in question.

## LEAKS QUALIFYING FOR ADJUSTMENTS

1. Excessively high water levels causing water to run into overflow tube in tank of toilet. Bending float arm down to reduce water level does constitute a repair.
2. Repairs to Sloan-valve toilets (provided no other leaks are found in the plumbing system).
3. In cases where it can be proven that the City was responsible for a property-side leak, the bill will be reduced to an average, regardless of the type of leak.
4. In cases where another utility has caused a property-side leak, the account would fall under the normal adjustment policy and procedures.
5. High bills for property-side yoke-wheel or spud leaks shall be reduced to an average after repairs.
6. Property-side flare-nut leaks shall reduce a bill to an average.
7. Property-side line leaks underground, within a wall, under a house or in a cement slab.
8. Toilet leaks (faulty ballcock, flush valve, handle and length of chain to flush valve).
9. Supply line to a water-heater.

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## **LEAKS WHICH DO NOT QUALIFY FOR ADJUSTMENT**

Based on the above definitions of concealed leaks and water closet (toilet) leaks, the following conditions do not qualify an account for adjustment.

10. Any unoccupied dwelling or business (must meet qualified leak policy).
11. Defective air-conditioning cooling towers.
12. Defective water-using restaurant equipment.
13. Toilet leaks in business establishments.
14. Toilet leaks in master-metered apartment complexes.
15. Leaking faucets.
16. Leaking water-heaters.
17. Supply lines to toilets (any external leaks not within the tank itself).
18. Visible lines under sinks.
19. O-rings in base of toilet.
20. Public water supply lines cross-tied with a private well system, where water has leaked into the well.
21. Demolition of a residence/business prior to any verification of repairs by City personnel.
22. Faulty humidifier attached to a heating system.
23. Burst washing machine hoses.
24. Defective or leaking pressure-reducing valves.
25. City-side yoke-wheel leaks.
26. Water connection leaks (these leaks are on City's side).
27. City-side flare-nut leaks.
28. Any leaks within the customer's sewer system.
29. The minimum dollar amount required for adjustment was not surpassed on the high bill.