

COMMISSION ADOPTED POLICY
Back Billing Wastewater Treatment
Charges



Adopted: June 28, 2011

Revised: N/A

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1.0 Purpose and Need

From time-to-time properties are discovered that are properly and legally connected to their local sewer system but never had an HRSD account created to bill for wastewater treatment charges. This policy governs how to address billing for services received but not billed.

2.0 Definitions

No fault – A customer has obtained the necessary permits, paid the required connection fees and called for the required inspections, yet does not receive a bill from HRSD for treatment services.

Fault – A customer makes or causes a connection to be made to a sewer system without the sewer system operator's knowledge or is otherwise deceitful or purposely deceptive regarding billing address, date of connection or other information that may have led to creation of a HRSD account at the time of connection or some other time in the past.

3.0 Guiding Principles

HRSD applies treatment charges equitably to all customers receiving wastewater treatment service at the rates established by the Commission.

4.0 Procedures

When a connection to a sewer system is discovered without a corresponding HRSD wastewater treatment account, the appropriate meter shall be read as soon as possible and an account established for billing HRSD billing purposes.

- If the lack of an HRSD account is through **no fault** of the customer as determined by HRSD, HRSD will begin billing for wastewater treatment charges from the date of the meter read forward.
- If the lack of an HRSD account is the customer's **fault**, HRSD will back bill for services received from the date of connection to present (a maximum of

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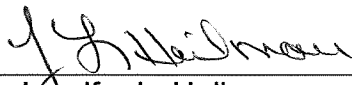
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three full years) and begin billing for wastewater treatment charges from the date of the meter read forward. HRSD may arrange a payment plan for back billed charges in cases of hardship.

5.0 Responsibility and Authority

The Chief of Customer Information Services has the authority and responsibility to implement this policy. The Director of Information Services shall review this policy regularly to ensure consistency of application.

Approved:  6/28/2011
Vishnu K. Lakdawala, Ph.D. Date
Commission Chairman

Attest:  6.28.2011
Jennifer L. Heilman Date
Commission Secretary