

CSC20147
EXTERNAL
POLICY FOR BILLING FOR SERVICES USED

BASIS OF CONSIDERATION:

Metro Water Services will back bill for services used not to exceed 36 months.

POLICY:

Metro Water Services will bill consumers for services that were used but not billed within the normal billing cycle for up to 36 months. When it has been discovered that either a consumer was billed on the incorrect meter, billed on a defective meter, or not billed during the normal billing cycle, the consumer will be billed for actual use or estimated average use in accordance with section 28-3-302 of the Tennessee Code.

Collection or reimbursement for underpayments or overpayments – Water or sewer service.

Notwithstanding any other provision of law to the contrary, if gallonage for water or sewer service or both is inaccurately recorded or registered due to equipment failure and results in the customer being undercharged or overcharged, and the customer is unaware of the error, defect or failure, no utility district, municipality, or water or sewer system or company shall be authorized to collect or assess a charge for the unpaid gallonage or to reimburse the customer for overpayment of such usage, prior to thirty-six (36) months from the date the error is discovered and billed; provided, that if a date certain can be established for such error which is less than thirty-six (36) months, no utility district, municipality, or water or sewer system or company shall be authorized to collect or assess a charge for such usage, or to reimburse the customer for overpayment of such usage, beyond such date.

Effective Date: 11/17/2014

RECOMMENDED:

_____, Date: _____

Assistant Director

[Signature], Date: 11/17/14
MWS Deputy Director

[Signature], Date: 17Nov14
MWS Director

