

CSC20029
Policy for Billing Consumers by Verifying with NES

Basis of consideration:

The Department of Water and Sewerage Services will charge consumers for unauthorized usage by verifying records with Nashville Electric Service (NES).

Policy:

Metro Water Services will bill unauthorized usage to the customer of record at NES when other means of obtaining information have been inconclusive. Consumers disputing their responsibility for service based on this method must provide verifiable documentation indicating they did not receive benefit from service and/or were not responsible for service during time in question.

Recommended by:

Mat W. Spaul
Assistant Director Customer Services

Date 12.10.02

Approved by:

J. V. [Signature]
Director of Metro Water Services

Date 10 DEC 02

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