

CSC20051
Policy for Adjustment Requests
Section 15.48.180 of the Governing Ordinance

Basis of consideration:

To ensure Metro Water Services is provided accurate information regarding requests for adjustments.

Policy:

The Department of Water and Sewerage Services will require all requests for any type of adjustment for services provided to be made by the account holder. Metro Water Services will provide information regarding the decision of the adjustment to the consumer and if requested, a third party working on behalf of the account holder. This is to ensure that the customer has provided all pertinent information necessary to review the adjustment request.

Recommended by:

Mark W. Ayer Date 2-17-05
Assistant Director Customer Services

Approved by:

[Signature] Date 17 Feb 05
Director of Metro Water Services

