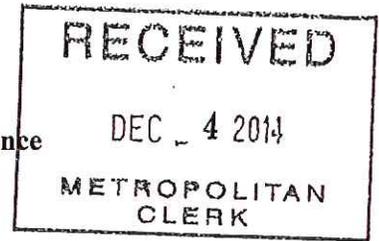


CSC20145
EXTERNAL
Updated version of CSC20023
Policy for Customers Classification Audit
Section 15.32.010 & 15.32.040 of the Governing Ordinance



Basis of consideration:

Metro Water Services will designate classifications for billing purposes for each customer. This classification is necessary to ensure that the proper service rates are charged.

Policy:

The Department of Water and Sewerage Services will place each new customer into a designated class for billing purposes based on anticipated usage. New customers will present evidence as to their anticipated water usage and will be assigned to the proper class at the time their permit is issued. This class will continue in effect until the next classification audit is performed. No other classification changes will be allowed.

Existing customers shall be placed into a designated class for billing purposes based on historical usage.

The department will periodically perform an audit to determine the appropriate class for billing purposes. Customers will be notified of any classification changes. No adjustments for classification changes will be granted as a result of this audit.

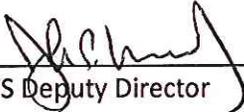
All customers will have thirty (30) days from receipt of written notice to appeal their new classification. All appeals will be reviewed and consideration for change will be based upon information provided by the customer. Once Metro Water Services makes a determination, the customer will be notified of the final classification.

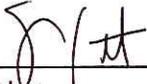
If no written request for review is received, the classification will be effective until the next classification audit is performed.

Effective Date: 11/17/2014

RECOMMENDED:

_____, Date: _____
Assistant Director

 _____, Date: 11/17/14
MWS Deputy Director

 _____, Date: 17 Nov 14
MWS Director