



Financial Services Policy

SUBJECT: Utility Accounts Adjustments Policy

NO: UBO 1.10

EFFECTIVE: January 1, 2012

REVISED: August 10, 2015

September 11, 2015

APPROVED: Constance P. Sanchez
Constance P. Sanchez
Director of Financial Services

PURPOSE

To reduce the number of adjusted bills manually processed through the enforcement of Chapter 55, of the City of Corpus Christi Code of Ordinances.

I. ADJUSTMENTS

Chapter 55, Section 28(c) of the Code of Ordinances states that no corrections shall be made, as to any bill rendered by the City, unless requested before the expiration of the calendar month next succeeding the month in which such readings were made.

A customer may dispute a bill in writing or by telephone to a Resolution Intake Specialist of the Utility Billing Office. A utility account will not be disconnected for nonpayment over a disputed amount, however, additional bill amounts owing on the bill will continue to fall under the delinquency/disconnect guidelines. Failure to communicate to the Utilities Business Office, as required by the resolution process of dispute by: 1) not communicating about the validity of a billed amount, or 2) failure to enter into a payment arrangement regarding a billed amount, will cause an account to fall under delinquency/disconnect guidelines, allowing for interruption of service for amounts not paid within 45 days of the original bill date.

The Utility Billing Office will research disputed bills within five business days of the notice of dispute and adjust, if warranted, in accordance with Chapter 55, Section 28 of the Code of Ordinances.

QUESTIONS ON THIS POLICY

Questions on this Policy may be referred to the Director of Financial Services.