



# Financial Services Policy

**SUBJECT:** Estimated Meters Policy

**NO:** UBO 1.2

**EFFECTIVE:** January 2, 2012

**REVISED:** August 10, 2015

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

## PURPOSE

To ensure all customers are provided true and accurate readings of gas and water meters every calendar month, at approximately the same time each month.

### I. Estimations

In accordance with Chapter 55, Section 28 of the Code of Ordinances, the City may estimate a customer's utility bill when the City is unable to read a meter after reasonable effort due to a condition created by the customer, inclement weather, or any other unforeseen circumstances.

When the City is unable to read a meter, the customer will be billed based on the customer's usage during the previous three (3) months of the current year. A bill will indicate if the meter was estimated by an "E" next to the number of days billed. When the meter is read, the bill will be adjusted for actual consumption if necessary.

An account will be estimated only once before an actual read must be obtained. It is the customer's responsibility to ensure the City has easy access to all meters or make arrangements for entry.

## QUESTIONS ON THIS POLICY

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