



# Financial Services Policy

**SUBJECT:** Unauthorized Consumption Policy

**NO:** UBO 1.7

**EFFECTIVE:** January 1, 2012

**REVISED:** August 10, 2015

**REVISED:** September 11, 2015

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

## PURPOSE

To assign financial responsibility for unauthorized consumption of gas or water by property owner, tenant, or custodian in accordance with Chapter 55, Section 33(a) of the City's Code of Ordinances.

### I. UNAUTHORIZED CONSUMPTION OF METERED SERVICES

In the event service has been discontinued by the City or the customer on a certain property and usage is detected, the record owner of the property involved shall be responsible for the payment of any water and or gas metered during the period such water and/or gas is used, in accordance with Chapter 55, Section 33(a) of the City's Code of Ordinances.

The Utilities Business Office will send a letter to the owner of record notifying them immediately that there is usage on their property. An account will be set up and they will be billed for the usage and subject to termination of services. They are instructed to contact our office if there is any dispute within 10 business days of the date of the letter.

Services will be disconnected if payments are not received as per the Disconnection for Non-payment Policy (UBO 1.1).

If usage is detected after an account has been disconnected for non-pay, Utility Code enforcers will investigate and the services will cease and all applicable fees and usage for water services will apply. The customer on record may be issued a citation for tampering with the city meter and be responsible for the usage incurred unless customer can prove otherwise. The burden of proof is on the customer.

A customer who continues to obtain services without authority may be charged with criminal mischief of the Texas penal code Section 28.03 which is a Class A misdemeanor.

## QUESTIONS ON THIS POLICY

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