



# Financial Services Procedure

**SUBJECT: Procedure to Charge Utility Accounts for Wastewater**

**NO: UBO P1.26**

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

**EFFECTIVE: August 10, 2015**

Sec. 55-100. - Schedule.

- (a) The monthly charge to be paid by users of sewer service furnished by the city's municipal sewer system, except as otherwise provided in articles VII and XI of chapter 55, shall be based on the amount of water used by the user according to the following rates:

Classification	Effective October 1, 2014
Inside city limits One-family minimum monthly charge (first 2,000 gallons)	\$ 29.23
Inside city limits One-family per 1,000 gallons over 2,000	5.75
Inside city limits One-family maximum monthly charge (up to 25,000 gallons)	161.48
Outside city limits One-family minimum monthly charge (first 2,000 gallons)	37.36
Outside city limits One-family per 1,000 gallons over 2,000	12.76
Outside city limits One-family maximum monthly charge (up to 25,000 gallons)	330.84
Inside city limits Commercial minimum monthly charge (first 2,000 gallons)	39.53
Inside city limits Commercial per 1,000 gallons over 2,000	4.11
Outside city limits	50.23

Commercial minimum monthly charge (first 2,000 gallons)	
Outside city limits Commercial per 1,000 gallons over 2,000	8.23

(b) The amount of water used to compute the monthly bills to one-family residential customers shall be computed on the basis of the "winter average" or "interim average" that is calculated under this subsection.

(1) Definitions.

- a. Winter averaging wastewater charge period: The period of water and wastewater service during the three (3) complete consecutive reading periods commencing on or after December 1 of each year.
- b. Winter average usage: The monthly wastewater usage established by the city during the "winter averaging wastewater charge period" based upon their average monthly water consumption during that period.
- c. Interim average: The monthly wastewater usage established by the city for individual customers who have not established a "winter average usage". The "interim average" is recalculated each year based on the total "winter average usage" of all customers subject to winter averaging divided by the number of winter averaging customers, and is be the basis for monthly billings until a "winter average usage" as defined in subsection (b)(1)b. of this section is established for the individual customer.
- d. Service area: The geographic region served by the city's wastewater system.

(2) Winter average criteria.

- a. The customer must receive wastewater service at one (1) location during the three (3) consecutive reading periods in order to establish a "winter average usage".
- b. "Winter average usage" charges shall apply to one-family residential customers only.
- c. The "winter average usage" shall be based on a customer's average water consumption for three (3) complete consecutive reading periods commencing with the customer's first reading period on or after December 1 of each year.
- d. The following method will be used to calculate a customer's "winter average usage":
  1. Add the three (3) winter months' water consumption to get total water consumption.
  2. Divide three-month usage amount by three (3) to get winter average usage. Such winter average usage shall be limited to a maximum of twenty-five thousand (25,000) gallons.
- e. Using the winter average usage, apply the applicable rates established in subsection (a) to calculate the customer's wastewater bill for each month until a new winter average usage is established or rates are changed. The adjusted rate that applies to service after August 31 will reflect wastewater usage based on the previous "winter averaging wastewater charge period".
- f. New and relocating customers; adjustments:
  1. Customers new to the service area, who have not established a "winter average", shall be billed at the "interim average" rate.
  2. Customers who are relocating within the service area, who established a "winter average" at their previous address, shall be billed at the "interim average" rate or their "winter average" rate at the previous address, whichever is less.

3. Customers who are relocating within the service area, who have not established a "winter average" at their previous address, shall be billed at the "interim average" rate.
4. When a customer experiences a substantial increase in water or wastewater usage from hidden water leaks in the plumbing system during the winter average charge period, and if the customer can produce proof of repairs, the director of finance or the director's designee may adjust the wastewater bill.

(3) Administrative change in rates.

- a. The city manager shall annually, based upon the winter average wastewater usage determined during the winter averaging wastewater charge period, adjust the rate in the new fiscal year applied to each customer's winter average or interim average so that the adjusted rate will produce an amount equal to the budgeted revenues.
  - b. In years in which preliminary winter average data is available to be used in the utility rate model for determining wastewater rates, the adopted wastewater rates will not be subject to an administrative change in rates unless the final winter average data is materially different than preliminary data. A difference of at least two (2) per cent shall be considered material.
- (c) The rates established in subsection (a) of this section are based upon water consumption for wastewater service customers with wastewater characteristics of five hundred sixty-two (562) parts per million or less by weight of chemical oxygen demand index, two hundred fifty (250) parts per million or less by weight of biochemical oxygen demand index, and two hundred fifty (250) parts per million or less by weight of suspended solids index. If the wastewater characteristics exceed any of these parameters shall pay an additional abnormal wastewater surcharges as provided in section 55-148.

- ❖ When opening a new account, and you get to the Add Customer Service page for Waste Water – be sure to enter “WQ” in the Charge Type box and the proper number in the Consumption box
  - If the customer had previous service, obtain this information for the previous account Waste Water
  - If this is a new customer, start them at the community average of 6.00

**Confidential**  
**Add Customer Service**  
 Customer ID: 764 LGZAHQ NDE G  
 Location ID: 754 472 ROGERSON DR CC  
 Service: WW WASTE WATER

**Service Information**  
 Service status: Active  
 Charge type: WQ METER RELATED  
 Start date: 8/24/2019  
 Related service: WEA  
 Stop date:   
 Consumption: 6.00  
 Periods to bill: 12 00 00 00 00 00  
 X to select. C to assign to Master account.

**Rate Group**  
 Jurisdiction: CC CORPUS CHRISTI  
 Class code: R RESIDENTIAL  
 Inside/outside:   
 Number of units: 1.00  
 Flat rate code:   
 Unique flat rate:   
 Enter deposit/billing information