

SOUTH PLACER UTILITY DISTRICT POLICIES

Policy Name:	3160 - UTILITY BILLING RECONCILIATION & PAYMENT POLICY		
Approval Authority:	SPMUD BOARD OF DIRECTORS	Adopted:	09/28/16
Resolution No:	15-03, 16-22, 24-31	Revised:	11/07/24

PURPOSE

This policy establishes a uniform procedure for the treatment of Utility billing errors, reconciliations and payments made to the District.

POLICY STATEMENT

The District may correct billing errors if not more than three years have elapsed from the bill due date to the date of discovery of the error. If the District has over billed a customer, the District may grant the customer either a refund or a credit to the customer's account for not more than three years of over billed amounts.

If the District has under-billed a customer, the District may back-bill the customer for not more than three years of under billed amounts. In most situations the District will bill for only one year of billed amounts. The General Manager will determine each instance individually.

If the District has not charged a customer for Capacity Charges due at the time of connection to the District's sewer facilities, the District will back-bill the customer for the Capacity Charges, the determination of the fee rate will be made at the discretion of the General Manager. The District reserves the right to offer both residential and commercial customers for whom a Capacity Charge payment has not been made, a deferred payment plan in accordance with Policy No. 3350 – Deferred Capacity Charges.

In instances when a payment is made to the District and the payment method (checks, electronic payments, automated fund transfers and other similar payment transactions) is returned unpaid or non-sufficient funds, the District may impose a service charge, equivalent to the amount of bank charges incurred upon the District.