

COUNCIL POLICY

NAME:	UTILITY BILLING RESTITUTION POLICY		
ISSUED:	March 7, 2016	INDEX REFERENCE:	
AMENDED:		COUNCIL REFERENCE:	16/CNCL

Purpose

To define the terms under which the District will make restitution for under and over billing errors for the Water and Sewer Utilities.

Policy

1. If in the normal course of business the Saanich Utility Billing Section becomes aware of abnormal billing based on water consumption, the Saanich Utility Billing Section will notify the customer.
2. The customer is also expected to monitor their water utility usage. Any anomalies in billing and usage should be reported immediately to the Saanich Utility Billing Section.
3. Where it is conclusively determined that a customer's account has been overbilled in error, the Saanich Utility Billing Section will refund the overage retroactive up to a maximum of five years from the billing date for all property types.
4. Where it is conclusively determined a customer's account has been underbilled in error, the Saanich Utility Billing Section will retroactively charge for the underbilling for the current and previous two utility bills.
5. Overbilling adjustments will be credited to the utility account or refunded directly to the customer at the discretion of the customer. Payments will only be made to the original payor (e.g. property owner, tenant, property manager). Proof of payment may be required.
6. All underbilling adjustments will be included on the next available utility bill.
7. Adjustments will only be made for the current customer. The District will not seek, nor make restitution to or from previous customers.
8. The Director of Finance or designate may establish payment terms for underbilling in cases of financial hardship.
9. Utility restitution will apply to water utility accounts and consumption or billing for sewer related charges.