

ORDINANCE NO. 807

AN ORDINANCE AMENDING ARTICLE 1, GENERAL PROVISIONS OF CHAPTER 21, UTILITIES, OF THE CITY CODE OF THE CITY OF WASHINGTON, KANSAS WITH RESPECT TO BILLING.

WHEREAS, the governing body of the City of Washington, Kansas, recognizes the need to provide for a procedure for perceived errors in utility billing statements.

NOW, THEREFORE, BE IT ORDAINED BY THE GOVERNING BODY OF THE CITY OF WASHINGTON, KANSAS:

Section 1. Subsection (b) of Section 21-103 of Chapter 21, Utilities, of the City Code of the City of Washington, Kansas, shall be replaced with the following language:

(b) A customer shall immediately notify the City of any perceived error in utility billing, at which such time the city will investigate. If an error is discovered, the city will determine an estimated consumption for the applicable billing cycle(s) by adding the consumption for the same month(s) the inaccuracy is determined to have occurred for the previous three years, and dividing said amount by three. If the customer does not have a three-year history, staff will create an estimated usage based on the available history. In the event a perceived billing error is determined based on the estimated consumption, an adjustment will be made to the customer's utility account; provided, however, that said adjustment shall not exceed the three previous billing cycles from the cycle in which the request was being made. In the event the adjustment results in a credit, it will be applied to the customer's account during the next billing cycle. If the adjustment results in an underpayment, it will be applied to the customer's account during the next billing cycle, and will be due and payable the same as all other utility bills.

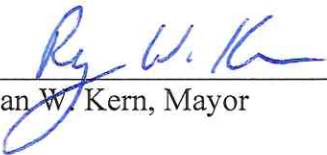
Section 2. The current existing sections in 21-103 in the City Code of the City of Washington, shall be re-codified as follows:

- (a) Section 21-103(b) shall be re-codified as 21-103(c).
- (b) Section 21-103(c) shall be re-codified as 21-103(d).
- (c) Section 21-103(d) shall be re-codified as 21-103(e).
- (d) Section 21-103(e) shall be re-codified as 21-103(f).
- (e) Section 21-103(f) shall be re-codified as 21-103(g).

Section 3. This ordinance shall supersede and take the place of any city ordinance previously passed dealing with this subject matter or any ordinance which contains terms, provisions, and requirements which are inconsistent with this ordinance.

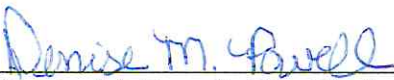
Section 4. This ordinance shall be in full force and effect from and after its adoption by the City and publication in the official City newspaper.

Passed by the City Council this 8th day of September 2020.



Ryan W. Kern, Mayor

ATTEST:



Denise M. Powell, City Clerk
(SEAL)

