



Division: Finance
Department: Utility Services
Authorized by: Jennifer Ferrer-Santa Ines, Director of Finance and Budget
Effective Date: 01/01/2019
Revised: 01/04/2022

Policy: Utility Services Adjustments Policy

1) Policy

- a) It is the policy of the City of Yakima to ensure the fair and accurate adjustment and correction to billing and collections activity on accounts due the City of Yakima under Federal, State or Municipal regulations and Government Accounting Standards.

2) Scope

- a) This Policy applies to adjustments for receivables of Water, Wastewater, Irrigation, and Refuse, but also to other receivables as may be assigned to the Utility billing Department (Customer Service)

3) Authority

- a) Authority for billing and collections comes from the City Council, by resolution and ordinance in the City's Municipal Code. Council delegates administrative oversight of all City operations to the City Manager. Utility Billing Services are managed on a daily basis by the Utility Billing Manager, under the authority of the Director of Finance and Budget, under the authority of the City Manager.

4) Adjustments:

- a) Adjustments for error corrections for any amount can be made by a Utility Service Representative (USR) for any amount provided it is reviewed for reasonableness by *a second staff member*.
- b) Adjustments for water leaks, where the excess water did not enter into the waste water collection system can be made by a USR up to a total adjusted amount of \$250.00. Adjustments for leaks can only be made on the waste water consumption charges.
- c) Adjustments over \$250.00 are made/approved by Supervisor/Manager and will be reviewed by Manager and Finance Director monthly.
- d) Customer/account holder is to provide, where applicable, documented proof of repair. Such documents may include a billing invoice from contract making repairs, receipts for parts purchased, copy of plumbing repair permit from City Codes division and or picture of completed

repair. A copy of receipts, repair invoice, pictures or City of Yakima plumbing permit are attached/scanned to the account in Cayenta for verification of repairs.

- e) Service representatives can verify repair by reviewing information in Beacon web-site or a site visit by field service representative. Beacon AMA (automated meter infrastructure) is the software program we use to track all meters, endpoints, backflow incidents, and leaks. This is the software system that supplies billing reads to Cayenta.
- f) Service representatives leave detailed comments on accounts and will attach any documentation presented by customers to the account. These adjustments are done thru the AR Header Entry process. The comments/notes section is on the account and/or location level and there is a comment section on the Header entry form also.
- g) Adjustments which are to be over \$250.00 or adjustments to the water consumption charges are to be referred to the Utility Services Division Supervisor or Manager.
- h) Billing error adjustments can be made by a USB after review with Supervisor or Manager and must have detailed information to justify adjustment. In most cases billing error adjustments should be done thru the cancel/rebill process.
- i) Fee (delinquent cut out, Returned payment etc.) adjustments can be done by a USB upon approval of Supervisor/Manager or Financial Services Technician (Head Cashier).

5) Review of Adjustments

- a) All adjustments will be reviewed on a Monthly basis, by the 10th of the following month, via the AR Header Adjustments Report by the Utility Services Supervisor or Manager
- b) The Utility Service Manager and the Finance & Budget Director will review the report by the 30th of the following month, with a signed summary report attached to the totals page of the AR Adjustments Report and saved in the shared folder.