



Weatherford Municipal Utility

Customer Service Policy

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1. **Overview**

1.1 **Policy**

1.1.1 **Purpose:** The intent of this policy is to provide the customers of Weatherford Municipal Utilities (the Utility) and the employees of the City of Weatherford (the City) a helpful guide with uniform procedures for providing utility customer service. The City desires to treat its citizens and customers in a fair and indiscriminate manner while recognizing that each citizen and customer has distinct needs and requirements. This policy is not meant to be all-inclusive but offers direction and guidance for the City employees. This policy should be used in conjunction with the Weatherford Electric [Electric Service Policy](#).

1.1.2 **Applicability:** This policy applies to every customer or applicant for utility service with the Utility.

1.1.3 **Implementation:** City employees are empowered and trained to use this policy to deliver the highest quality of customer service to the customer in a reasonable, equitable and nondiscriminatory fashion. Employees are expected to be prompt, courteous, and professional in each interaction with the customer. Employees are expected to deal with each decision with empathy and understanding, listening carefully to the needs and requirements of individual customers. Ultimately, the City Manager accepts the responsibility as the final authority on implementation of this policy. In instances where the strict enforcement of this policy would create an undue burden on an applicant or customer, the City Manager (or its designee) may waive all or a portion of any policy if the waiver of the applicable policy does not adversely affect the City, the Utility, other applicants, or other customers.

1.1.4 **Adoption and Amendments:** This policy is subject to approval by the Weatherford Municipal Utility Board of Trustees (Board) and is subject to amendment by the Board and applicable state and federal laws and regulations. The Board shall make available any changes to the approved policies contained in this document.

1.1.5 **Availability:** This policy and all documents referred to in this policy shall be available at the Utility Customer Services office located at 303 Palo Pinto Street, Weatherford, Texas 76086 and on the City's web site at www.weatherfordtx.gov.

1.2 **Rights**

1.2.1 **Customer's Rights**

1.2.1.1 To request, free of charge, historic billing and usage information.

1.2.1.2 To request a meter test for a fee specified in Schedule A. If the test results show an advantage to the Utility of more than two percent (2%) of usage the customer's account will be given a credit to their account for the amount of the meter test and for the time period and amount that appears to having been accounted for inappropriately but not to exceed six months or the testing difference. If the test results show an advantage to the customer of more than two percent (2%) of usage the customer's account will be charged for the amount for the time period and amount that appears to having been accounted for inappropriately but not to exceed six months or the testing difference.

1.2.2 **City's Rights**

1.2.2.1 To have access to the City's utility facilities at any time.

- 1.2.2.2 To receive notice of changes in address, status of utility service, or problems with utility service.
- 1.2.2.3 To receive timely payment for services delivered to a customer.
- 1.2.2.4 To discontinue service for non-payment, theft of service or returned checks.
- 1.2.2.5 To take legal action regarding equipment tampering or financial delinquencies.

1.3 **Responsibilities**

1.3.1 **Customer's Responsibilities**

- 1.3.1.1 To allow the City personnel access to property to set up and maintain service.
- 1.3.1.2 To pay bills by due date shown on each monthly bill.
- 1.3.1.3 To inform the City if someone other than the account holder should be notified prior to disconnection for nonpayment.
- 1.3.1.4 To notify the City if there is someone in the household who is either chronically or seriously ill, handicapped, or on a life support system. Notification shall be in compliance with Section 6.3.4 of this policy.
- 1.3.1.5 To notify the Utility of questions, complaints, or changes regarding utility service.
- 1.3.1.6 To notify the Utility of name changes on an account for the following events:
 - 1.3.1.6.1 Marriage or other co-habitation additions to a service location with marriage license or driver's license.
 - 1.3.1.6.2 Divorce by providing a divorce decree or letter signed by both parties turning over account to one party.
 - 1.3.1.6.3 Death by providing a copy of a death certificate.
- 1.3.1.7 To be aware of City owned property at the customer's property and safeguard it and/or report problems regarding it to the City.
- 1.3.1.8 To ensure utility service provided is for sole use and convenience of the premises under contract for service.
- 1.3.1.9 To adhere to conservation measures imposed by the Utility.

1.3.2 **City's Responsibilities**

- 1.3.2.1 To provide prompt, professional, and courteous service.
- 1.3.2.2 To apply the customer's deposit to their account balance when the customer closes their account and send any remaining balance to a forwarding address supplied by the customer.
- 1.3.2.3 To provide and explain rate schedules, how meters are read, and other additional, reasonable information.
- 1.3.2.4 To provide historic billing and usage information when requested by the customer.
- 1.3.2.5 To provide usage and conservation information.
- 1.3.2.6 To operate the Utility in an efficient manner.

1.4 **Scope of Service**

- 1.4.1 **Services Provided:** The City owns and operates Weatherford Electric, Weatherford Water and Wastewater Systems, and Weatherford Solid Waste and Recycling which provide electric, water and wastewater utility, and solid waste and recycling services to applicants requesting service and existing customers within the City's service areas as permitted, when existing infrastructure is available for service.
- 1.4.2 **Services Billed:** Fees in a customer's utility bill can include:
 - 1.4.2.1 Electric Service

- 1.4.2.2 Water Service
- 1.4.2.3 Wastewater (Sewer) Service
- 1.4.2.4 Sanitation Service
- 1.4.2.5 Recycling Fees
- 1.4.2.6 Storm Water Drainage Service
- 1.4.2.7 Utility Assistance Programs
- 1.4.2.8 Sales and Use Tax where applicable and can only be waived if a customer has an Exemption Certificate (issued by the State of Texas) on file with the City.

2. **Service Initiation**

2.1 **Residential Utility Account: Renting/Leasing Residence**

2.1.1 Applicant must provide the following to Customer Service Department:

2.1.1.1 Copy of rental/lease agreement.

2.1.1.2 Residential Application for Service, see Attachment A, signed by all adults on rental/lease agreement.

2.1.1.3 Copy of valid driver's license or ID or verify information with PublicData.com for every adult listed on rental/lease agreement.

2.1.1.4 Social Security number for every adult listed on rental/lease agreement.

2.1.1.5 Security deposit as specified on Schedule A.

2.1.1.6 A Service Initiation Fee as specified on Schedule A.

2.2 **Residential Utility Account: Owning Residence**

2.2.1 Applicant must provide the following to Customer Service Department:

2.2.1.1 Residential Application for Service, see Attachment A, signed by all adults living at the residence.

2.2.1.2 Copy of valid driver's license or ID or verify information with PublicData.com for every adult living at the residence.

2.2.1.3 Social Security number for every adult living at the residence.

2.2.1.4 Security deposit as specified on Schedule A.

2.2.1.5 A Service Initiation Fee as specified on Schedule A.

2.3 **Commercial Utility Account and or Fire Hydrant Meters**

2.3.1 Applicant must provide the following to Customer Service Department:

2.3.1.1 Verification that permitting requirements have been met with the City of Weatherford Planning and Development Department.

2.3.1.2 Signed Commercial Application for Service, see Attachment B. Fire Hydrant Meter Policy, see Attachment C.

2.3.1.3 Copy of valid driver's license or ID or verify information with PublicData.com.

2.3.1.4 Social Security or Tax ID number.

2.3.1.5 Security deposit as specified on Schedule A.

2.3.1.6 A Service Initiation Fee as specified on Schedule A.

2.4 **Applicant with Delinquent Account with the City**

2.4.1 Applicant must provide the following to Customer Service Department what is required with normal account initiation as provided by this section as well as:

2.4.1.1 Payment of delinquent balance in full.

2.4.1.2 Cash deposit or additional deposit as specified on Schedule A. No letter of reference or co-signer is permitted on an account which has been delinquent.

2.5 **Denial of Service**

2.5.1 The Utility can deny service if any of the following:

2.5.1.1 The applicant has failed or refuses to fulfill the conditions necessary to initiate service as described in this policy.

2.5.1.2 The applicant has failed or refuses to pay indebtedness to the City for previously provided service by the Utility including payment plans, extensions, or other arrangements.

2.5.1.3 The applicant's installation or equipment is known or appears to be hazardous or in such condition that service cannot be given, or the extension of service may endanger the public health, safety, or welfare.

2.5.1.4 The applicant fails to comply with state or federal laws or regulations or City ordinances, rules, or regulations governing the requested service.

2.5.1.5 The applicant's request for service is being made in another name in order to avoid or evade payment of a prior bill for utility service.

2.5.1.6 The applicant who is located in an area which is multi-certified by the Public Utility Commission (PUC) and who switches electric service to the City from another electric utility and has not provided the City with evidence it has paid the other electric utility for all disconnection charges.

2.5.2 When an applicant is refused for any of these reasons the City shall inform the applicant of the reason for the denial of service and shall advise the applicant on how to remedy the situation or how to file a complaint with the municipal or state regulatory authorities.

3. **Rates**

3.1 The City's published rate ordinance schedules, which state the conditions under which each schedule is available for utility service. Rate classification and assignment shall be made by the City in accordance with the availability and type of service provisions in the City's rate schedules. Rate schedules have been developed for the standard types of service provided by the City. If an applicant or customer request for utility service involves unusual circumstance, usage, or load characteristics not regularly encountered by the City, or if the applicant or customer qualifies for service under more than one of the City's available schedules, the City shall provide service under the rate schedule determined by the City to be most applicable, or enter into a special contract subject to the approval of the Board.

3.2 If a customer changes the nature or character of the service requirements, the City may, upon review of the information available pertaining to the revised service requirement, reassign the customer to the appropriate rate schedule.

3.3 If an applicant or customer is eligible to receive service under more than one of the City's rate schedules, then the City shall assign the most appropriate rate schedule for service which considers, in the City's sole judgment, the various service requirements, potential impact on the City facilities, the potential relative costs of serving the customer, and other available pertinent information.

3.4 Rates are established through City ordinance approval by the Weatherford City Council (Council) and may be amended or modified, at any time during the fiscal year. A customer's rate may be changed if there is a substantial change in the character or condition of the customer's service,

or as otherwise mandated by the Council. The City may, at the City's sole discretion, pro rate the customer charge and/or capacity even if utility service is not required for a full month.

4. **Billing and Terms of Payment**

4.1 **Billing Period:** Bills for utility service shall be rendered monthly unless service is rendered for a period less than a month. The term "month" or "monthly" for billing purposes shall mean the period between any two consecutive readings of the meter, for the unmetered utility services, a period of time equal to approximately thirty (30) days. Meter readings shall be taken as nearly as practicable every thirty (30) days, but not necessarily at the beginning or ending of a calendar month. The actual period may vary depending on weekends, weather conditions, or other factors that would result in the billing period being somewhat less or greater than thirty (30) days. In rare cases a meter may be unable to be read on a monthly basis by City staff. In that case, an estimated reading will be used for bill calculation. A meter reading is not to be estimated for more than three consecutive months without being read and the account trued up from any estimation adjustments to actual.

4.2 **Billing Form:** The following information will be included on the billing form or made available to the customer at the Customer Service office:

4.2.1 General account information including the account number, reading cycle number, the service address, the last payment date and amount, the service period for which this bill covers, the billing date, and the billing due date.

4.2.2 For metered activities the meter number, the actual or estimated previous reading, current reading, consumption, and dollar amount due for that meter.

4.2.3 For non-metered activities a description is given along with the dollar amount due for that item.

4.2.4 The total account balance brought forward from the previous balance, total current charges and the final total account balance with due date.

4.3 **Payment Due Date:** Each bill for service is due ten (10) days after issuance regardless of the nature of the service, unless such day falls on a holiday or weekend, in which case payment is due the next business day. Failure to receive a properly rendered bill shall not entitle the customer relief from penalties for late payments.

4.4 **Payment Options:** The City will accept the following form of payment:

4.4.1 Cash

4.4.2 Personal Checks with City of Weatherford as payee. If a customer has two returned checks within twelve (12) months the City will not accept personal checks from that customer until two (2) years of timely payments have been received.

4.4.3 On-Line Payments made at www.weatherfordtx.gov.

4.4.4 Cashier's Check with City of Weatherford as payee.

4.4.5 Travelers Checks for United States Dollars.

4.4.6 Money Orders with City of Weatherford as payee.

4.4.7 Debit cards and/or credit cards including Master Card, Visa, and/or Discover or electronic check via IVR (Interactive Voice Response).

4.4.8 Direct Bank Deposit Remittance Receipts.

- 4.4.9 Electronic Funds Transfer from Automatic Clearing House (ACH). Customer should complete the Authorization Agreement for Direct Payments (ACH Debits) form; see Attachment D, which can be picked up at the Customer Service office or on-line at www.weatherfordtx.gov.
- 4.4.10 Wire Transfer Receipts.
- 4.4.11 The City will NOT accept the following:
 - 4.4.11.1 Severely bent or mutilated Coins or Currency.
 - 4.4.11.2 Foreign Coins and Currency.
 - 4.4.11.3 Third Party Checks.
 - 4.4.11.4 Post Dated or Stale Dated Checks.
 - 4.4.11.5 Checks made for an amount greater than is what due unless it can be Applied to a Credit on the Customer's Account.
 - 4.4.11.6 American Express credit cards.
- 4.5 **Payment Locations and Hours**
 - 4.5.1 Utility payments may be mailed to City of Weatherford P.O. Box 255, Weatherford, Texas 76086-0255.
 - 4.5.2 Face to face transactions can be made at the Customer Service Office at City Hall 303 Palo Pinto Street, Weatherford, Texas 76086 from 7:30 a.m. to 5:00 p.m. Monday through Friday on regular business days.
 - 4.5.3 Debit cards and/or credit cards including Master Card, Visa, and/or Discover transactions can be made on the City's web site at www.weatherfordtx.gov or over the phone via IVR (Interactive Voice Response) (817)598-4225 twenty-four hours a day.
 - 4.5.4 A night depository drop is located at City Hall 303 Palo Pinto Street on the west side of the building on Davis Street. Payments made via this method should be clearly identifiable for application to a utility payment and for what account it is intended to be applied to.
- 4.6 **Returned Checks and ACH Rejects**
 - 4.6.1 A service charge per Schedule A shall be assessed to any customer whose check is returned unpaid or ACH is rejected by the bank on which it was drawn. The service charge shall be in addition to any late payment penalty if the payment is not made good and the service fee not paid prior to the delinquent date of the bill. If two or more returned checks or ACH rejections are incurred on an account within twelve (12) months the account will be "cash" only until two (2) years of timely payments have been made on the account.
- 4.7 **Delinquent Date:** Each bill for service is delinquent twenty-five (25) days after issuance regardless of the nature of the service, unless such day falls on a holiday or weekend, in which case payment is delinquent the next business day.
- 4.8 **Late Payment Penalty:** Five percent (5%) penalty is added to all accounts with a minimum balance of \$20.00 on the delinquent date if the balance is not paid.
- 4.9 **Disputed Bills:** In the event of a dispute between the City and the customer as to the amount of a bill, the undisputed amount is payable by the due date, the remaining portion of bill is due and payable upon completion of dispute, if not sooner. A dispute is completed upon notification by the City of the results of the City's investigation, unless within five (5) days the customer files a complaint with the Board.
- 4.10 **If Over Billing or Under Billing Occurs:** If amounts billed for utility services are different than the City's approved rates, or if the City fails to bill the customer for services, a billing adjustments shall be calculated by the City.

- 4.10.1 **Over Billing:** If the customer was over billed, an adjustment shall be made for the entire period of the over billings up to six (6) months preceding the discovery of the billing error.
- 4.10.2 **Under Billing:** If the customer was under billed, the City may bill the customer for the under billed amount. The back billing shall not exceed a period of six (6) months preceding the discovery unless such billing is a result of meter tampering, bypass, unauthorized use of services, or theft of services.
- 5. **Unauthorized Use of Service/Theft of Service:** No Utility meters, equipment or property, whether on Customer's premises or elsewhere, are to be tampered with or interfered with for any reason. The Utility and the City is not liable for injury to customer, customer's employee, or others resulting from tampering with or attempting to repair or maintain any of Utility facilities, and customer agrees to indemnify and hold Utility and City harmless therefore. Unauthorized use and tampering of the Utility services is a misdemeanor and will be prosecuted to the fullest extent of the law. In the event of use or evidence of attempted use of equipment or by any other means, service may be discontinued. The customer shall also be required to pay Theft of Services fees as specified in Schedule A in addition to:
 - 5.1 The charge for the estimated amount of electricity or water used without Utility authorization which may be estimated based on amounts used under similar conditions during preceding years. Where no previous usage history exists or is considered unreliable, consumption may be estimated on the basis of usage levels of similar customers and under similar conditions,
 - 5.2 The cost of replacing or repair of any damaged meter associated equipment,
 - 5.3 The cost of installing protective facilities or of relocation of meter, if determined necessary by the Utility, and
 - 5.4 The cost of any personnel or equipment by the Utility to detect unauthorized use of service and disconnect or restore such service.
- 6. **Discontinuance of Service**
 - 6.1 **At Customer's Request**
 - 6.1.1 Any customer desiring to terminate utility service shall contact the Customer Service office in person, via fax, mail, e-mail, or phone with the following information to schedule termination of service:
 - 6.1.1.1 Customer account.
 - 6.1.1.2 Customer identification number.
 - 6.1.1.3 Service location where termination is desired.
 - 6.1.1.4 Date service is requested to be terminated.
 - 6.1.1.5 Forwarding address for further correspondence.
 - 6.1.2 The customer may request that only specific services be disconnected (only electric, only water). The customer must pay the Service Initiation Fee; see Schedule A, to reconnect these services. Metered services are linked to non-metered, so if the customer disconnects water, the sewer is also disconnected.
 - 6.1.3 If the customer fails or refuses to pay all or any portion of a bill for utility service within fifteen (15) calendar days from the date the bill is due (delinquent date) or failure to comply with terms of a deferred payment agreement or average payment plan service may be terminated.

- 6.1.4 The customer is not held responsible for service after termination date given unless the customer continues to use service or the terms and conditions of an existing agreement have not been met.
- 6.2 **City Initiated**
- 6.2.1 The City has full authority to, and may, disconnect any or all utility services immediately and without notice under the following circumstances:
 - 6.2.1.1 When the customer fails to comply with requirements within this policy or the Electric Service Policy.
 - 6.2.1.2 When, in the City's sole opinion, a hazardous, public health, or public safety condition exists in or on the customer's premises or equipment.
 - 6.2.1.3 Where services is connected without City authority by a person who has not made application for service, or where service has been reconnected without City authority following termination of service.
 - 6.2.1.4 Where the City's meter or service facility which serves the customer has been bypassed or tampered with in any way or customer uses the utility service in a manner not authorized under City policy or there has been a theft of service.
- 6.3 **Prohibited Discontinuance:** The City shall not discontinue service to a customer under the following circumstances:
 - 6.3.1 Delinquency in payment for utility services by a previous occupant of the premises who no longer resides at the address at any time during the billing cycle.
 - 6.3.2 Failure to pay for merchandise, or charges for non-utility services provided by the City.
 - 6.3.3 **Weather:** Delinquency in payment for utility service when:
 - 6.3.3.1 The previous day's highest temperature did not exceed 32 degrees Fahrenheit, and the temperature is predicted to remain at or below that level for the next 24 hours, according to the nearest National Weather Service (NWS) reports; or
 - 6.3.3.2 The NWS issues a heat advisory for Parker County or when such advisory has been issued on any one of the preceding two calendar days.
 - 6.3.4 **Critical Care Customer:** A critical care customer is a Utility customer who has a person permanently residing in his or her home who has been diagnosed by a physician as having a serious medical condition that requires an electric-powered medical device, electric heating or cooling or other utility service to prevent the impairment of a major life function through a significant deterioration or exacerbation of the person's medical condition or to sustain life.
 - 6.3.4.1 **Eligibility for Protections:** In order to be considered for designation as a Critical Care Customer:
 - 6.3.4.1.1 A Residential Critical Care Application, see Attachment E, must be completed in full by customer and physician and returned to and approved by the Customer Service Office and
 - 6.3.4.1.2 A deferred payment plan must be agreed upon by the customer and the Customer Service Office.
 - 6.3.4.2 **Benefit of Protection:** If an approved application is on file and a current approved deferred payment plan exists and is being adhered to, prohibition against service disconnection of a Critical Care Customer shall last 63 days from the issuance of the bill. If the deferred payment plan is not being adhered to, the Utility shall provide written notice to the Critical Care Customer and the secondary contact listed on application of its intention to disconnect service not later than 21 days prior to the date that service would be disconnected.

- 6.3.4.3 **Disconnection:** Prior to final disconnection of a Critical Care Customer, the Utility will contact the Critical Care Customer and the secondary contact by phone. If no contact is made by phone, the Utility shall visit the premises, and, if no response shall leave a door hanger containing the pending disconnection information and how to contact the Utility within 24 hours.
- 6.3.4.4 **Renewal:** Applications must be renewed by the Critical Care Customer and physician every 2 years that protection is needed. If at any point during service usage the physician's request for protection is no longer valid, the customer shall notify Weatherford Utilities.
- 6.3.4.5 **Disclaimer:** Protection under this policy DOES NOT RELIEVE A CUSTOMER OF THE OBLIGATION TO PAY FOR SERVICES RENDERED and Critical Care Customer status does not guarantee an uninterrupted, regular, or continuous power or utility supply.
- 6.4 **Notification:** The Utility shall make a reasonable attempt to notify customer of disconnection. Some situations of emergency service termination may not permit notification.
- 6.4.1 For all locations a bill is due ten days after it is mailed, fifteen days after the bill is mailed it is considered delinquent and notification is sent. The notification gives the customer another ten days to make a payment.
- 6.5 **Re-connection of Service:** Whether from a temporary disconnection or a long-term disconnection, shall be handled under guidance of Section 2 of this policy, Service Initiation.
 - 6.5.1 The customer shall pay for reconnection at the applicable rate of the service initiation fee, see Schedule A. If the customer is on the disconnect list for non-payment at 8:00am, the fee will apply even if the Customer Service Department does not interrupt the service as a one-time courtesy. Such instances are reviewed on a case by case basis.
 - 6.5.2 All amounts, past due, which the customer owes shall have been paid in full.
 - 6.5.3 Service connections may be inspected and approved by Utility personnel.
 - 6.5.4 Additional security deposit amount may be required per Section 2 and Schedule A.
- 6.6 **Moving / Transferring of Service:** Security deposit and up-to-date account balances are transferable from one service address to another.
 - 6.6.1 The customer shall pay for reconnection at the applicable transfer fee for current customers, see Schedule A, for the new service location.
- 6.7 **Final/Closed Account and Return of Security Deposit:** After an account has been closed by either customer request or policy of the Utility, all funds, including security deposit, refunds, and overcharge credits will be used against amounts owed the Utility on the closed account first. Remaining funds will then be used against any amounts owed the Utility on any other accounts the customer may have with the Utility.
 - 6.7.1 The Utility will close an account 30 days after non-payment.
 - 6.7.2 After accounts have been cleared and closed, a check for the remaining money will be issued to the customer for any net credit or collection procedures utilized by the Utility will be instituted for any net debit balance (this may include submission to a third party and credit bureaus).
- 7. **Customer Programs:** Various programs are available to customers of the Utility.

- 7.1 **Payment Plans:** The customer should contact the Customer Service Office to make/request any payment plan modifications.
- 7.1.1 **Deferred Payment Arrangement:** The Utility offers, upon request, a deferred payment plan to any residential customer who has demonstrated good faith ability to pay a reasonable portion, but not all the utility bill if the customer has not previously been delinquent in payment of a bill/deferred payment arrangement at any time during the preceding twelve months. No more than two arrangements will be allowed per account per twelve month period from date of first incident. No account can go three months past due without approval from the Chief Financial Officer, and an active payment arrangement plan in place.
- 7.1.2 **Average (Budget) Payment Arrangement:** The Utility offers, upon request, an Average Billing Plan payment program to residential customers who have had no disconnections for non-payment, returned checks, or more than two late payments in the last twelve months. Each month an average payment will be due based on the average of the current bill and the previous eleven billings, plus ten percent (10%) of the balance in the accounts reserves, whether that balance is a debit or a credit. The averaging plan does not change the rates or consumption amounts, it simply allows payments of those bills to be spread more evenly throughout the year. The reserve balance in the account is the difference between the actual charges incurred on the account and the average amounts paid on the account. Upon termination of the account, this reserve account is also trued-up on the final bill whether a debit or credit balance. A customer can complete the Average Billing Plan form, see Attachment F, and return it completed to the Customer Service Office for consideration and application to the account.
- 7.2 **Account Confidentiality:** The Texas Utility Code 182.052 states that a government-operated utility may not disclose personal information (which is an individual's address, telephone number, and/or social security number) in a customer's account record, or any information relating to the volume or units of utility usage or the amounts billed to or collected from the individual for utility usage, if the customer requests that the government-operated utility keep the information confidential. Please note that a customer's name is not confidential, so if someone asks 'who is the account holder at a specific address' the Utility must tell, whether or not it is a confidential account. A customer can complete a Request for Confidentiality of Information, see Attachment G, and file with the Customer Service office. Customer Service may share general information about high, low, or average bills for a given service location upon request.
- 7.3 **Home Audits:** The Utility may be able to assist residential customers with in home audits to review efficient use and conditions of utility services. The customer should contact the Customer Service Office to schedule possible in home audit assistance.
- 7.4 **Re-Reads:** The Utility performs reasonableness checks on meter readings but a customer can request a re-read of their meter. A customer can receive two free re-reads every twelve months. If at a re-read the reading is not within reason of the prior reading the re-read will not count against the two free re-reads per 12 months. After those two re-reads per twelve months if more re-reads are requested by the customer and if the prior read is verified within reason a fee as established on Schedule A will be applied to the customer account. Requests should be made through the Customer Service Office.

7.5 **Service Calls / Work Orders:**

7.5.1 **Non-Emergency:** Non-emergency service calls / work orders should be directed to the Customer Service Office. The Utility should be given at least a 24-hour advanced notice and should be consulted regarding a proposed route of a move. The customer may be billed for the cost, direct cost of labor and materials, of services not the responsibility of the Utility as follows:

7.5.1.1 Service calls requesting the relocation of facilities belonging to the Utility.

7.5.1.2 Service calls requesting the temporary relocation of facilities belonging to the Utility.

7.5.1.3 Service calls requesting installation or relocation of facilities belonging to the customer.

7.5.2 **Emergency:** Emergency service calls / work orders should be directed to the Customer Service Office during regular business hours or after hours to the Utility Service Dispatch Office which has a 24-hour a day line.

7.6 **Leak Adjustments:** A customer may request an adjustment be made, no more than one time every thirty six month period of time, and if the customer has documentation, such as a plumber's bill or receipt, that a leak did exist, the leak was sufficient in size to use an excessive amount of utility service, and that the leak has been fixed. Upon receipt of such documentation, the Utility shall determine whether to allow a leak adjustment. The leak adjustment will be applied to the overage of utility service above average usage and any related fees such as sewer adjustments during the winter averaging months. Sewer adjustments will also be made on commercial accounts no matter the time of year. The leak adjustment will be to the lowest conservation rate as permitted by Ordinance.

7.7 **Adjustments for Unexplained High Water Usage:** There are situations when neither the customer nor the Utility can explain abnormally high water consumption. An unexplained high consumption, if approved by the Director of Water Utilities, may be adjusted to the seasonal appropriate average based upon the customer's previous consumption history. A customer may request an adjustment be made, no more than one time every sixty (60) month period of time, for unexplained high water consumption. The customer shall submit a detailed letter to the City indicating that, after the customer conducted a reasonable investigation of the customer's consumption and possible leaks, the amount of water billed was not used by the customer. Prior to consideration of an adjustment, the Water Utility shall inspect and test the customer's water meter to ensure the meter is operating properly, and the Water Utility shall interview the customer and inspect the premises to determine if there is a reasonable explanation to account for the amount of consumption billed. An adjustment will not be made if a leak adjustment has been applied for and approved within the prior 12 months.

7.8 **Recycling:** The City offers curbside recycling for residential and commercial customer accounts. Recycling will be collected on one regular collection day of a customers account. Recyclable materials should be placed loosely inside of a City authorized recycling container and placed by the curb in accordance with the same rules and regulations as the accounts twice a week bagged collection service. A schedule will be attached to the customer's cart when it is delivered to their location. Alternative curbside collections are available to disabled residents. Proof of disability from a physician is required for this service. Smaller carts may be available for disabled residents. Items accepted include glass, paper, cardboard (all types), tin, aluminum, and plastics (1-7). Items not accepted at this time include food contaminated containers, tires, motor oil, garden hoses

or any other material not mentioned above. Cart and service fees can be found on Schedule A and must be initially established for a period of not less than twelve months. Recycling cart should be stored in a location that is not visible from the public street. Applications for service can be submitted on-line at www.weatherfordtx.gov or by completing the Curbside Recycling Program Application, Attachment H and returning it to the Customer Service Office.

- 7.9 **Blackboard Notifications:** The City offers Blackboard Connect services to customers upon their request. This service is free to customers of the Utility and allows the Utility / City to rapidly disseminate time-sensitive messages to every telephone number stored in the notification database. With the Blackboard Connect service, authorized Utility / City officials can send thousands of messages in minutes. Any messages regarding the safety or welfare of our community would be disseminated using this system. Example messages may include severe weather warnings and updates, potable water warnings, hazardous traffic or road conditions inside the City or effecting local routes, and any other situation that could impact the safety, property, or welfare of our community. A customer can sign up for these notifications at www.weatherfordtx.gov.
- 7.10 **Garbage Suspension for Vacation/Vacant Service Location:** A customer who will be vacationing or who will not have any occupants at a service location for more than one month may request through the Customer Services Office that garbage collection services be suspended and not billed for a particular amount of time.
- 7.11 **Utility Assistance Programs:** Per City Charter, Article IX Section 8, the Utility cannot provide free service except during times of no outstanding bonds or indebtedness for the Utility. The Customer Service Office does have the names of some utility assistance programs in the area. Customers also have the opportunity to donation automatically to Manna Storehouse, Inc., one of those utility assistance programs, through an automatic charge to the customer's account every month, Voluntary Contribution Authorization, Attachment I.
- 7.12 **AMS Meter Opt-Out:** The Utility offers, upon request, the option to have the transmitter of the electric and/or water advanced metering system (AMS) meter disabled so that a manual read of the meter is required monthly. This option has a one-time fee and a monthly charge as specified on Schedule A. Customer's billing date may change to accommodate the manual read. Eligibility Requirements: Must be a current single family residential customer, must have all accounts current and paid in full, must not have more than three (3) cutoffs for non-payment in the previous twelve (12) months. See Attachment J.
8. **Red Flag Rules:** The City developed an Identity Theft Prevention Program pursuant to the Federal Trade Commission's Red Flags Rule, which implements Section 114 of the Fair and Accurate Credit Transactions Act of 2003. 16 C. F. R. § 681.2. This Program was developed for the Utility with oversight and approval of the City Council. See Attachment K.
9. **Complaint Procedures:** Initial contact by a customer should be directed to the Customer Service Office. The complaint may be pursued with the appropriate supervisor, manager, and a director, in that order, if the customer is not satisfied with the handling of the complaint. Complaints concerning the charges, practices, facilities, or service of the Utility shall be investigated promptly and thoroughly. The Utility shall keep records of written complaints sufficient to enable review and analysis of its procedures and actions. Based on Utility staff judgment, a

customer may be asked to submit a complaint in writing. A written complaint should contain name of complainant, services location, contact information of the customer, the nature of the complaint, and the relief sought by the customer. A written complaint may be filed with the Weatherford City Secretary's Office for consideration by the Board if the customer is not satisfied with the final actions of staff.

10. **Contacts: Emergency and Non-Emergency:**

Customer Service Office

303 Palo Pinto Street
Weatherford, Texas 76086
(817) 598-4225

Utility Service Dispatch Office

917 Eureka Street
Weatherford, Texas 76086
(817) 598-4257