



Chester Public Utility District

Manual of Policies

POLICY TITLE:	Billing Adjustments
POLICY NUMBER:	6050
ADOPTED:	5-26-2026
LAST REVIEWED:	5-26-2026
NEXT REVIEW DUE:	As Required
REVIEWED BY:	General Manager
APPROVED BY:	Board of Directors

1. PURPOSE

The purpose of this Policy is to establish consistent procedures for correcting customer billing errors and issuing billing adjustments or credits for utility services provided by the Chester Public Utility District ("District"). This Policy is intended to ensure equitable treatment of customers while protecting the fiscal integrity of the District.

2. APPLICABILITY

This Policy applies to all utility service accounts administered by the District.

3. BILLING ERRORS

A billing adjustment may be authorized when the District determines that a customer account was billed incorrectly due to one or more of the following:

- Meter misreads;
- Meter malfunction;
- Incorrect rate application;
- Data entry error;
- Incorrect account classification;
- Failure to apply approved rates or charges;
- Billing system error;
- Administrative or clerical error by the District.

4. ADJUSTMENT PERIOD

The District may issue billing adjustments, credits, or corrected charges for verified billing errors for a period not to exceed twelve (12) months prior to the date the error was discovered.

No adjustment shall exceed the actual amount of the verified billing discrepancy.

5. OVERBILLING ADJUSTMENTS

If the District determines a customer was overbilled:

- The customer shall receive a credit to their utility account;
- Credits shall be calculated based upon the best available records, historical usage, meter data, or other reliable information;
- Refunds over \$500 will require Board approval.

6. UNDERBILLING ADJUSTMENTS

If the District determines a customer was underbilled:

- The District may issue corrected charges for a period not exceeding twelve (12) months;
- The District may offer reasonable payment arrangements for significant underbilling amounts;
- No additional penalties or late fees shall be imposed on corrected underbilling amounts unless the customer fails to comply with an approved payment arrangement.

7. CALCULATION METHOD

Billing adjustments shall be calculated using one or more of the following methods, as determined appropriate by the District:

- Actual meter data;
- Historical consumption averages;
- Comparable seasonal usage;
- Prior year consumption history;
- Engineering estimates;
- Other reliable consumption records.

8. CUSTOMER RESPONSIBILITY

Customers are responsible for:

- Promptly reviewing utility bills;
- Reporting suspected billing inaccuracies;
- Providing access to meters and service facilities when required.

Failure by a customer to report a billing issue does not waive the District's authority to correct billing errors under this Policy.

9. EXCLUSIONS

This Policy does not apply to:

- Unauthorized water use or theft;
- Tampering with meters or utility equipment;
- Fraudulent activity;
- Disputed rates lawfully adopted by the District;
- Leak adjustment programs administered under separate policy.

10. ADMINISTRATIVE AUTHORITY

The General Manager or designee is authorized to:

- Investigate billing discrepancies;
- Approve billing adjustments consistent with this Policy;
- Establish administrative procedures necessary to implement this Policy.

Billing adjustments exceeding \$500 will require Board review or approval.

11. APPEALS

Customers may appeal a billing adjustment determination by submitting a written request to the District within thirty (30) days of notice of the adjustment. Appeals shall be reviewed by the Board of Directors.

12. EFFECTIVE DATE

This Policy shall become effective immediately upon adoption by the Board of Directors of the Chester Public Utility District.

ADOPTION

Billing Adjustments Policy #6050 was adopted by the Board of Directors of the Chester Public Utility District at a duly noticed regular meeting held May 26, 2026, on motion by Director Tharpe, seconded by Director Paulsen, by the following vote: 4 ayes, 0 noes, 1 absent (Directors Graffweg, Paulsen, Tharpe, and Bottini voting aye; Director Green absent).

Board Chair _____ Date _____
Stephen Graffweg

Attested: _____ Date _____
Kelley Cote, Acting Secretary/Clerk to the Board

REVISION HISTORY

Date	Action	Meeting / Reference	Vote
05-26-2026	Adopted (new policy)	Regular Meeting — Agenda Item 13	4–0 (1 absent)

Maintained by the District Clerk; mirrors the CPUD Policy & Governance Registry.