

SECTION 203. ~~COMMERCIAL-BUSINESS ACTIVITIES~~ CUSTOMER SERVICES AND BILLING DISPUTE RESOLUTION

- A. ~~Commercial-Utility~~ business activities for the Department are performed by the City's ~~Commercial-Utility~~ Services ~~Bureau~~Division. Regulations governing the application for and termination of service, the establishment of credit, reconnection and deposit requirements, refund and forfeiture of deposits, billing, and payment of bills are established by that ~~Bureau~~Division subject to the approval of the General Manager and the stipulations contained in Sections 203 through 205 of these Rules.
- B. The ~~Commercial-Utility~~ Services ~~Bureau~~Division provides a hearing process for the review of disputed bills, except that the ~~Commercial-Utility~~ Services ~~Bureau~~Division may adjust certain bills for which a customer seeks adjustment without a hearing for the reasons set forth in Subsection C below.
- C. Management personnel in the ~~Commercial-Utility~~ Services ~~Bureau~~Division, with the concurrence of the General Manager, may adjust water service charges for the following reasons:
 - 1. Hardships resulting from natural disasters such as earthquakes and floods declared by the President of the United States or the Governor of the State of California; or
 - 2. Hardships resulting from events declared to be disasters by the Mayor and Council of the City of Long Beach; or
 - 3. Hardships resulting from unlawful acts perpetrated at the billing address that are supported by information in a police report filed with the Long Beach Police Department; or
 - 4. Hardships resulting from acts perpetrated at the billing address by a tenant as the result of action taken by the customer to evict that tenant where such action by the customer can be verified by a three day, seven day, or 30-day notice; or
 - 5. Hardships resulting from hidden and/or non-surfacing leaks at the billing address where corrective action by the customer that can be verified is taken within 30 days after his/her receipt of the bill(s) for which the customer seeks adjustment; or
 - 6. Situations involving elimination of the "reset" fee for new customers after a meter has been removed for non-payment, tampering, or non-use by a previous customer; or
 - 7. Hardships resulting from circumstances largely outside the direct control of the customer for which the customer seeks adjustment; or
 - ~~6.8.~~ Any amount of charges or fees that which were incurred by the customer due to some action or inaction on the part of the Water Department or City of Long Beach employees.
- D. Adjustments at a billing address for which a customer sought an adjustment to the water bill are subject to the following conditions:
 - 1. The maximum total adjustment that the ~~Commercial-Utility~~ Services ~~Bureau~~

Division is authorized to credit to an account shall not exceed \$3,000;

2. An adjustment ~~that would exceed between~~ \$3,000 and \$15,000 must be Approved by the ~~Board or the~~ General Manager;

2.3. An adjustment that would exceed \$15,000 must be approved by the Board.

3. ~~If the usage on the bill(s) is between two (2) and five (5) times greater than the normal monthly usage, then the usage will be adjusted to two (2) times the customer's normal monthly usage for the comparable billing period(s) for the previous year;~~

4. ~~If the usage on the bill(s) is between six (6) and ten (10) times greater than the normal monthly usage, then the usage will be adjusted to three (3) times the customer's normal monthly usage for the comparable billing period(s) for the previous year;~~

5. ~~If the usage on the bill(s) is between eleven (11) and fifteen (15) times greater than the normal monthly usage, then the usage will be adjusted to four (4) times the customer's normal monthly usage for the comparable billing period(s) for the previous year;~~

6. ~~If the usage on the bill(s) is between fifteen (15) and twenty (20) times greater than the normal monthly usage, then the usage will be adjusted to five (5) times the customer's normal monthly usage for the comparable billing period(s) for the previous year;~~

7. ~~If the usage on the bill(s) is between twenty (20) and twenty-five (25) times greater than the normal monthly usage, then the usage will be adjusted to six (6) times the customer's normal monthly usage for the comparable billing period(s) for the previous year;~~

8. ~~If the usage on the bill(s) is between twenty-five (25) and thirty (30) times greater than the normal monthly usage, then the usage will be adjusted to seven (7) times the customer's normal monthly usage for the comparable billing period(s) for the previous year.~~

9. ~~If the usage on the bill(s) is more than thirty (30) times greater than the normal monthly usage, then the Commercial Services Bureau shall refer the request for adjustment to the Board or the General Manager.~~

10. ~~No customer shall receive such an adjustment more frequently than once every three (3) years;~~

~~The normal monthly usage for the month immediately preceding the hardship or situation described above is determined by comparing the usage on the bill(s) for which the customer seeks an adjustment with the usage of the previous year. If the account does not show a history of usage for at least twelve (12) months preceding the billing period, the Commercial Services Bureau will determine usage based on the normal monthly usage for a similar customer for a comparable billing period or periods.~~

SECTION 203. CUSTOMER SERVICES AND BILLING DISPUTE RESOLUTION

- A. Utility business activities for the Department are performed by the City's Utility Services Division. Regulations governing the application for and termination of service, the establishment of credit, reconnection and deposit requirements, refund and forfeiture of deposits, billing, and payment of bills are established by that Division subject to the approval of the General Manager and the stipulations contained in Sections 203 through 205 of these Rules.
- B. The Utility Services Division provides a hearing process for the review of disputed bills, except that the Utility Services Division may adjust certain bills for which a customer seeks adjustment without a hearing for the reasons set forth in Subsection C below.
- C. Management personnel in the Utility Services Division, with the concurrence of the General Manager, may adjust water service charges for the following reasons:
 - 1. Hardships resulting from natural disasters such as earthquakes and floods declared by the President of the United States or the Governor of the State of California; or
 - 2. Hardships resulting from events declared to be disasters by the Mayor and Council of the City of Long Beach; or
 - 3. Hardships resulting from unlawful acts perpetrated at the billing address that are supported by information in a police report filed with the Long Beach Police Department; or
 - 4. Hardships resulting from acts perpetrated at the billing address by a tenant as the result of action taken by the customer to evict that tenant where such action by the customer can be verified by a three day, seven day, or 30-day notice; or
 - 5. Hardships resulting from hidden and/or non-surfacing leaks at the billing address where corrective action by the customer that can be verified is taken within 30 days after his/her receipt of the bill(s) for which the customer seeks adjustment; or
 - 6. Situations involving elimination of the "reset" fee for new customers after a meter has been removed for non-payment, tampering, or non-use by a previous customer; or
 - 7. Hardships resulting from circumstances largely outside the direct control of the customer for which the customer seeks adjustment; or
 - 8. Any amount of charges or fees that which were incurred by the customer due to some action or inaction on the part of the Water Department or City of Long Beach employees.
- D. Adjustments at a billing address for which a customer sought an adjustment to the water bill are subject to the following conditions:
 - 1. The maximum total adjustment that the Utility Services Division is authorized to credit to an account shall not exceed \$3,000;

2. An adjustment between \$3,000 and \$15,000 must be approved by the General Manager;
3. An adjustment that would exceed \$15,000 must be approved by the Board.