

# Procedure for Requesting Utility Bill Adjustment

Occasionally a utility customer will experience a higher than normal utility bill. The cause of the variation in billing can be due to a number of reasons ranging from a faulty meter to a leak somewhere in the customers' water system. The following outlines the steps the City of lake Ozark will take in analyzing a complaint in regard to a high utility bill (please note a high utility bill is typically one and a one half to two times your normal monthly amount).

The first step will involve verifying that the reading upon which the bill is based is correct.

Then the public works department will verify that the meter is working correctly and that there is no leak at the meter. If it is determined that there is a fault with the meter it will be taken care of by the City and the customer will receive an adjustment to their bill. They will also spot check the meter for abnormal consumption (for example the meter shows consumption when the customer is not using water), if it is determined that the meter is showing use the customer will be notified and encouraged to monitor their use. The City staff may be able to offer suggestions in regard to what is going on with a specific property, but the responsibility for correcting the problem is the customers'.

At the same time that the aforementioned actions are being taken the City Collector will conduct an informal internal audit of the customer's account in an effort to determine if there is a trend in utility usage at the subject property.

If it is determined that there was/is a leak at the customers' property it is the responsibility of the customer to repair the problem in a timely manner, **failure to do so will not constitute grounds for a payment waiver/adjustment**. If a customer requests a payment waiver/adjustment as a result of a leak; **information is required to be submitted in regard to what the specific nature of the leak was, when it was repaired and by whom (copies of invoices and sales receipts should be included with the application form)**.

## Applications will not be reviewed if no documentation is provided.

It should be noted that the City encourages customers to sign up for a payment plan to allow them to pay the full amount over a specified period of time rather than all at one time.

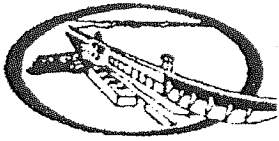
Any utility customer in the City of lake Ozark may request a utility payment waiver/adjustment by completing an application form; as long as; they meet the following criteria:

1. **The request does not pertain to an outstanding balance that has accrued through delinquent payments and not the result of an unusual bill.**
2. **Application forms must be completed (including all supportive documentation) prior to submission.**
3. **All applications must provide supportive materials ie., repair invoices or receipts, financial information demonstrating financial hardship or similar materials.**

A request for payment waiver/adjustment shall be reviewed and appropriate action recommended by the City Administrator. Acceptance by the applicant of the Administrators' recommendation shall resolve the issue and the recommendation shall be implemented.

If the applicant is not satisfied with the Administrators' recommendation they can then have the request forwarded to the City of Lake Ozark Utility Commission for their review and recommendation. The recommendation of the Commission will be forwarded to the Board of Alderman for final action.

***All requests to be forwarded to the Utility Commission must be in no later than a minimum of 6 working days prior to the regular meeting date of each month.***



City of Lake Ozark  
At Bagnell Dam· Lake of the Ozarks  
City Hall 365-5378/Fax365-4515  
P.O. Box 370 Lake Ozark Mo. 65049

**Water/Sewer Payment Waiver/Adjustment Application**

Date: \_\_\_\_\_

Acct. Number: \_\_\_\_\_

Applicant Name (Please print): \_\_\_\_\_

Property Address: \_\_\_\_\_

Have you requested a payment adjustment before? Y\_\_\_ N\_\_\_; Date: \_\_\_\_\_ Amount: \_\_\_\_\_

Has this payment adjustment been fulfilled? Y\_\_\_ N\_\_\_;

Nature of the problem that has resulted in current payment amount and reason for waiver/adjustment request: (please attach any supportive documentation or additional information):

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Contact Information: Phone: \_\_\_\_\_ Mobile: \_\_\_\_\_

Signature of Applicant: \_\_\_\_\_

If renting, Name of Landlord \_\_\_\_\_

Landlords: phone number \_\_\_\_\_ Mobile \_\_\_\_\_

\*\*\*\*\*Office Use Only\*\*\*\*\*

Recommended action: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Balance of Utility Customer account: \_\_\_\_\_

Approving authority: City Administrator \_\_\_\_\_ Date: \_\_\_\_\_

Utility Commission Chairperson: \_\_\_\_\_ Date: \_\_\_\_\_