

RULE NO. 9

RENDERING AND PAYMENT OF BILLS

A. RENDERING OF BILLS

1. Billing Period. Bills for water service will be rendered bimonthly, monthly, or as otherwise provided in the tariff schedules.
2. Metered Service.
 - a. Bills or summary bills for metered service will be based on meter registrations. Meters will be read as required for the preparation of regular bills, summary bills, opening bills and closing bills.
 - b. If, because of unusual conditions or for reasons beyond its control, the Utility is unable to read the customer's meter on the scheduled reading date, the Utility may bill the customer for estimated consumption during the billing period, and make any necessary corrections when a reading is obtained. Estimated consumption for this purpose will be calculated considering the customer's prior usage, the Utility's experience with other customers of the same class in that area, and the general characteristics of the customer's operations. Adjustments for any underestimate or overestimate of a customer's consumption will be reflected on the first regularly scheduled bill rendered and based on an actual reading following any periods when estimation was required. Access to the meter, sufficient to permit its being read, shall be provided by the customer as a prerequisite to the Utility making any adjustment of water consumption billed on an estimated basis.
3. Pro Rata Computation.
 - a. All bills or summary bills for water service rendered will be computed in accordance with this applicable thirty-day rate schedule, but the amount of the customer, service, or minimum charge, specified therein will be prorated on the basis of the ratio of the number of days service has been rendered to the number of days in an average month of thirty-days.
 - b. When the total period of service is less than 30 days, no prorations will be made, and the bill shall not be less than the monthly minimum.

B. READINGS OF SEPARATE METERS NOT COMBINED

For the purpose of billing, each meter upon the customer's premises will be considered separately, and the readings of two or more meters will not be combined, except as follows:

1. Where combination of meter readings are specifically provided for in the tariff schedules.
2. Where the Utility's operating convenience requires the use of more than one meter per service connection.

C. PAYMENT OF BILLS

1. All bills or summary bills are due upon receipt. Payment shall be made at the City of Anaheim, Division of Collections, or as determined by the General Manager.
2. Bills for connection or reconnection of service and payments for deposits or to reinstate deposits as required under the rules of the Utility shall be paid before service will be connected or reconnected, or as determined by the General Manager.

D. RETURNED CHECK CHARGE

The Utility may require payment of a returned check charge equal to that permitted under the City of Anaheim Municipal Code for any check or other negotiable instrument returned from the bank unpaid.

(Continued)

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E. **FUND VERIFICATION FEE**

A Fund Verification Fee may be charged to customers paying by personal check if the Utility deems it necessary to verify that the customer has sufficient funds in his/her account when: (1) the customer has been disconnected for non-payment of service or (2) the customer has a history of non-sufficient funds in his/her account. This fee is contained in Rule 21.

F. **LATE PAYMENT CHARGE**

A late payment charge of 1.0% may be applied to the total unpaid balance of a domestic or nondomestic customer account if the Customer's payment is not received by the date indicated on the Customer account bill or Summary Bill.