

City Manager's Office
Administrative Order No: 46
Issued: April 26, 2010



Approved By: Marc S. Grisham
City Manager

Subject: Policy Directive Allowing the Utility Billing Division of the Finance Department to Waive Water and Sewer Late Payment Penalty Fees.

Purpose:

The Utility Billing staff spends considerable time disputing penalty fees with customers. This administrative order provides permission to waive these fees.

Policy:

This policy provides the Utility Billing Division permission to waive late payment penalties for water and sewer usage charges under special circumstances otherwise not permitted under the City of Pittsburg Municipal Code Title 13 for Water and Sewer.

Procedures:

1. Under the City of Pittsburg Municipal Code Title 13 for Water and Sewer, "*water bills shall be due and payable within 20 days after it is mailed to the consumer. In any case, any bill that is not paid within 25 days after it is mailed to the consumer, the unpaid balance is subject to a 10 percent penalty*".
2. In compliance with this City ordinance, the Utility Billing (UB) Division is not waiving any water and sewer penalty fees. However UB staff spends considerable time enforcing and disputing these penalty fees with customers, many of whom have never made late payments before.
3. To ensure City resources are used efficiently while providing better customer service, the UB Department may waive a one-time late payment penalty for historically responsible paying customers, as well as any unavoidable circumstances (death, hospitalization, relocation...) deemed reasonable. Such waived fees must be approved by the Director of Finance and/or assigned staff delegated with this authority.

