

Customer has high consumption

City confirms billing accuracy and reviews available consumption information:

- Customer service personnel review available consumption reports
- Service order is created for meter reader to check meter for correct reading, correct meter information and size, and leak detection
- Customer is notified of situation (door hanger, phone call)
- Single point of contact for the City is the Finance Director

Does customer have a leak?

Yes

No / not sure

Did leak go through sewer system?

Does customer want meter tested?

No

Yes / not applicable

No

Yes

Customer provides documentation verifying that leak did not enter sewer system

Customer pays applicable testing fee

Sewer charges adjusted

Meter passes test or fails low

Meter fails high

Bill adjusted and testing fee credited to customer's account

Customer is responsible for balance due, which may be placed in a contract