
Sec. 26-23. Utility billing adjustments policy.

- (4) *Adjustment period.* The city shall also have the right to provide billing adjustments, consisting of ~~back-billing or back-credits~~overbilled or underbilled statement, on prior billing for a period up to, but no greater than two (2) years. These prior period billing adjustments must be based on actual meter readings, verifiable evidence, or proration based on actual readings. Correction of overbilled and underbilled accounts may consist of statement recreation or the addition of itemized charges to the current bill.
- (a) Correction of underbilled statements shall not exceed the 6 billing periods prior to the billing period when correction is made.
- (b) Correction of overbilled statements shall be corrected for the entire period of the overbilling.