



Administrative Policy

Title: Accessing Personal CIS Account and Reversing Fees on Personal Accounts				
Administered By: Department of Water & Power				
New Policy No.	Issue Date (Last Revised)	Renumber Date	Department Head Approved	City Manager Approved
03600.505	08-26-13 (N/A)	01-03-17		

This Policy had been issued without a known Policy Number. Effective on the Renumber Date noted above, this Policy is hereby renumbered as the Policy Number noted above.

The latest version of the Policy is attached hereto and incorporated herein by reference.

Attachment: Policy (UNKNOWN #)
Issued: 08-26-13
Revised: N/A

**DEPARTMENT OF WATER & POWER
CUSTOMER SERVICE / UTILITY BILLING**

SUBJECT:				
<i>Accessing Personal CIS Account and Reversing Fees on Personal Account</i>				
<i>Section:</i>	<i>Position:</i>	<i>Issue Date:</i>	<i>Revision Date:</i>	<i>Supervisor Approval:</i>
<i>Utility Billing</i>	<i>All Positions</i>	<i>08/26/2013</i>		<i>Jonathan Daly</i>

I. Purpose

To establish a standard for Department of Water & Power employees to follow regarding their personal and CIS accounts and the CIS Accounts of their relatives.

II. Scope

This policy shall apply to all Department of Water & Power employees.

III. Policy

Employees shall not access their personal or their relatives' CIS accounts more than once during any six month period of time. Any exceptions must be approved by the employee's supervisor. An example of an exception would include an employee using his or her CIS account to troubleshoot a software error.

Fees shall not be reversed on any employee's or employee's relatives' CIS accounts without permission from his or her supervisor. If permission is granted to waive a fee on an employee's account or the account of an employee's relative, the fee shall not be waived by the account holder or relative of the account holder; it shall be waived by his or her supervisor.

Violation of this policy may be grounds for discipline, up to and including termination of employment.