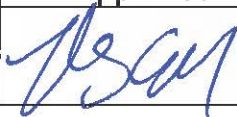





## Administrative Policy

| <b>Title: Adjustments</b>                               |                                  |                      |  |   |
|---|----------------------------------|----------------------|--|---|
| <b>Administered By: Department of Water &amp; Power</b> |                                  |                      |  |   |
| <b>New Policy No.</b>                                   | <b>Issue Date (Last Revised)</b> | <b>Renumber Date</b> | <b>Department Head Approved</b>  | <b>City Manager Approved</b>  |
| 03600.506   | 09-30-08<br>(11-14-08)           | 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: 09-30-08  
Revised: 11-14-08

# DWP- UTILITY BILLING

|                           |  |                    |                       |                             |
|---------------------------|--|--------------------|-----------------------|-----------------------------|
| <i>SUBJECT:</i>           |  |                    |                       | <i>Page 1 of 1</i>          |
| <b><i>Adjustments</i></b> |  |                    |                       |                             |
| <i>Section:</i>           | <i>Position:</i>                               | <i>Issue Date:</i> | <i>Revision Date:</i> | <i>Supervisor Approval:</i> |
| <i>Utility Billing</i>    | <i>Customer Svc. Rep<br/>Sr. Cust Svc Rep.</i> | <i>09/30/2008</i>  | <i>11/14/08</i>       | <i>KT</i>                   |

## GENERAL INFORMATION

Adjustments are made as a courtesy, based on but not limited to, a customer's financial hardship, when a delinquent charge, final notice fee, shut off fee, after hour's (standby) fee or deposit has been added to their account. The authority levels for adjusting these transactions are set forth in the Fee Reversal Policy.

## PROCEDURES

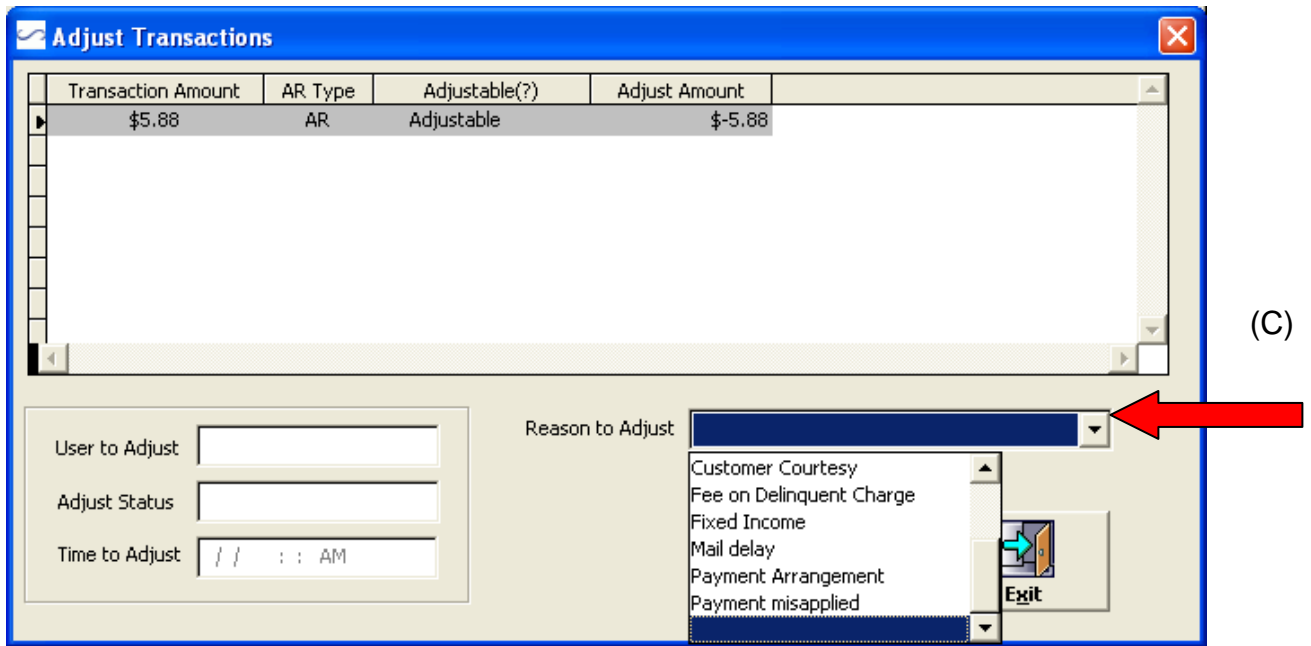
An adjustment can be done on each customer's transaction history. A request can be made by to adjust the fee by following the steps below:

- A. On the "Transaction History" tab, highlight the transaction you would like to adjust or reverse.
- B. Click on "ADJ".

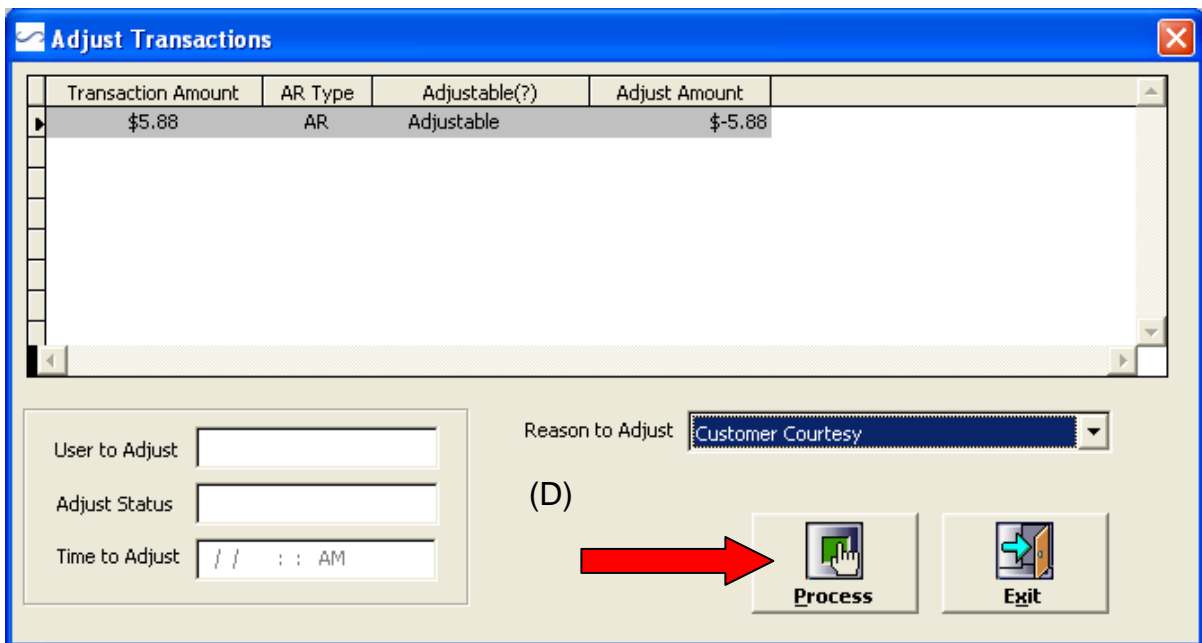
The screenshot shows a software interface with a top navigation bar containing tabs like 'Move In/Out', 'ACH', 'Deposits', 'Meter Reading', 'Contact', 'Equipment', 'Supplier', 'Loans/POS', and 'Collections'. Below this is a sub-menu with 'Customer', 'Service Address', 'Customer/Account', 'Services', 'Addresses', 'Reading History', 'Transaction History', 'Bills', and 'Comments'. The 'Transaction History' tab is active, showing a summary of account balances and a table of transactions. A toolbar below the summary includes various icons and an 'ADJ' button. A red arrow labeled (A) points to the selected row in the transaction table, and another red arrow labeled (B) points to the 'ADJ' button.

| Actual Balance | Pending | Pending Total | 0-25 Days | 26-39 Days | 40-46 Days | 47-60 Days | 90+ Days |
|----------------|---------|---------------|-----------|------------|------------|------------|----------|
| \$35.74        | \$0.00  | \$35.74       | \$35.74   | \$0.00     | \$0.00     | \$0.00     | \$0.00   |

| Trans Date | Transaction                     | Amount   | Balance  | User ID | Status     | Date/Time U | Batch ID |
|------------|---------------------------------|----------|----------|---------|------------|-------------|----------|
| 09/25/2008 | Regular Billing Due: 10/17/2008 | \$35.74  | \$35.74  | KRISS   |            | 09/25/2008  | 12969    |
| 09/16/2008 | Payment - Counter               | -\$58.75 | \$0.00   | ALICEY  | Adjustable | 09/16/2008  | 35978    |
| 09/03/2008 | Payment - Counter               | -\$64.65 | \$58.75  | CAROLW  | Adjustable | 09/03/2008  | 35739    |
| 08/25/2008 | Regular Billing Due: 09/17/2008 | \$58.75  | \$123.40 | KRISS   |            | 08/25/2008  | 12832    |
| 08/19/2008 | Delinquent Charge               | \$5.88   | \$64.65  | KRISS   | Adjustable | 08/18/2008  | 35477    |
| 08/01/2008 | Payment - Counter               | -\$62.17 | \$58.77  | KARENP  | Adjustable | 08/01/2008  | 35162    |
| 07/25/2008 | Regular Billing Due: 08/17/2008 | \$62.17  | \$120.94 | JAIMES  |            | 07/25/2008  | 12679    |
| 07/18/2008 | Delinquent Charge               | \$5.34   | \$58.77  | KRISS   | Adjustable | 07/17/2008  | 34894    |
| 06/25/2008 | Regular Billing Due: 07/17/2008 | \$53.43  | \$53.43  | KRISS   |            | 06/25/2008  | 12485    |
| 06/17/2008 | Payment - Counter               | -\$48.60 | \$0.00   | RAFAELT | Adjustable | 06/17/2008  | 34308    |
| 05/25/2008 | Regular Billing Due: 06/17/2008 | \$48.60  | \$48.60  | JAIMES  |            | 05/23/2008  | 12313    |
| 05/15/2008 | Payment - Counter               | -\$69.53 | \$0.00   | KARENP  | Adjustable | 05/15/2008  | 33719    |



C. Choose "Reason to Adjust". You must give a reason to adjust, or the system will not accept it.



D. Click on Process.

- E. Once you click on Process the left side of the form will fill in as follows. Click Exit to go back to the Main Customer Inquiry Form.

| Transaction Amount | AR Type | Adjustable(?) | Adjust Amount |
|--------------------|---------|---------------|---------------|
| \$5.88             | AR      | Adjustable    | -\$5.88       |

User to Adjust: KELLYT  
 Adjust Status: R  
 Time to Adjust: 09/30/2008 02:46:21 PM

Reason to Adjust: Customer Courtesy

Buttons: Done, Exit (E)

- F. A note must be entered for the billing staff to pick up the transaction. Click on the Contact Tab.

Customer Account Summary

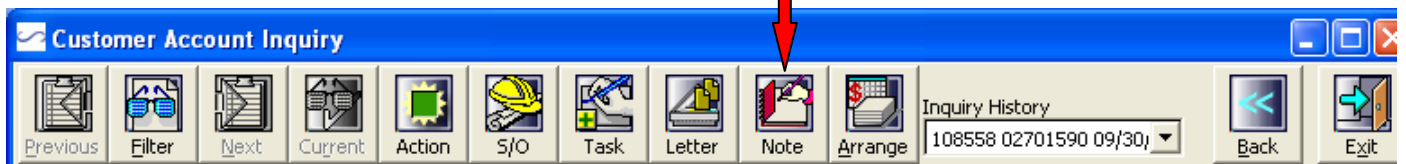
Actual Balance: \$35.74 | Pending: \$0.00 | Pending Total: \$35.74

| Trans Date | Transaction                     | Amount   | Balance | User ID | Status     | Date/Time U | Batch ID |
|------------|---------------------------------|----------|---------|---------|------------|-------------|----------|
| 09/25/2008 | Regular Billing Due: 10/17/2008 | \$35.74  | \$35.74 | KRISS   |            | 09/25/2008  | 12969    |
| 09/16/2008 | Payment - Counter               | -\$58.75 | \$0.00  | ALICEY  | Adjustable | 09/16/2008  | 35978    |
| 09/03/2008 | Payment - Counter               | -\$64.65 | \$58.75 | CAROLW  | Adjustable | 09/03/2008  | 35739    |

G. On the Task Bar, click on "More"



H. On the task Bar, Click on "Note"



I. Fill in the form in the following manner. Be sure to fill it out completely, or the transaction will not be approved by the Supervisor.

- I. On the Subject line, type "Reverse (what)".
- II. On the pull down menu for "Reason" choose "Reversal Requested"
- III. In the notes section, include who you spoke to and why you are reversing the fee.
- IV. Click Save

A screenshot of the 'Customer Account Notes' form. The form has a title bar 'Customer Account Notes' and a toolbar with 'Undo', 'Save', 'Help', and 'Exit' buttons. The 'Save' button is highlighted with a red arrow and labeled '(I.IV)'. The 'Subject' field contains 'Reverse Delinquent Charge' and is highlighted with a red arrow and labeled '(I.I)'. The 'Reason' dropdown menu is set to 'Reversal Requested' and is highlighted with a red arrow and labeled '(I.II)'. The 'Notes' text area contains the text 'Reverse delinquent charge as a one time courtesy. Customer did not get bill.' and is highlighted with a red arrow and labeled '(I.III)'. The 'Date/Time' field shows '09/30/2008 03:31:29'. The 'User ID' field shows 'KELLYT'. The 'Expiration Date' field shows '//' and the 'Action' dropdown menu is empty.

After you click on save, the transaction is now ready to be picked up by the Senior Customer Service Representative responsible for the Adjustments.

The billing department will go to: Request Transfer Pickup tab, enter (Adjustments and date YR/MO/DT), pick date range they have requested the transactions, pick the type of transaction they want to pick up. Unclick All Transactions and pick the transaction they want to pull up, they can request more than one type of transactions with each batch. Press the Process button and exit. (Sample #4) This will create a batch in CIS system. Go to the Cash/Adjustment/Deposit Transaction Tab, click the tab with the List of batches and find the new batch you have just requested. (Sample # 5) Print the journal and review accounts that have been requested, making sure credits and debits are input correctly. Give the batch to a Supervisor to approve the requested transactions.