
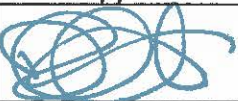




## Administrative Policy

<b>Title: Inspections</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>
03600.512	03-04-13 (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: 03-04-13  
Revised: N/A

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

<i>SUBJECT:</i>				
<b><i>Inspections</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>CSR I/II/III Flex</i>	<i>03/04/2013</i>		<i>Jonathan Daly</i>

**Purpose:**

The purpose is to allow inspections to take place at non-active accounts without being charged a set-up fee and usage.

**Summary**

Sometimes it is necessary for an inspection to take place at a non-active account.

**Application**

1. Home inspections at non-active accounts
  - 1.1. Services will be turned on for one business day without requiring an active account. This shall be provided free of charge.
  - 1.2. A turn on notice shall be sent to the Field Customer Service Representative group with a turn off notice to be sent the following business day.
2. Services required indefinitely
  - 2.1. If a valid listing agreement is provided, the new account set-up fee and the trash activation charge will be waived.
  - 2.2. If a valid listing agreement is not provided, a normal account set-up shall be required.
    - 2.2.1. All services (water, sewer, trash, and recycling) will be billed unless documentation is provided showing it is an “as is” sale, rather than a clean, repair and show.
      - 2.2.1.1. In the case of an “as is” sale, only water will be billed.