



CITY OF SACRAMENTO

DEPARTMENT OF FINANCE
REVENUE DIVISION
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February 1, 1984
RD:841025-ADM:MLM:1d

City Council
Sacramento, California

Honorable Members in Session:

SUBJECT: REFUND POLICY FOR UTILITY OVERCHARGES

CITY MANAGER'S OFFICE
RECEIVED
FEB 2 1984
APPROVED
BY THE CITY COUNCIL
FEB 21 1984
OFFICE OF THE
CITY CLERK

SUMMARY

This report recommends an increase in the Finance Director's authority to approve refund claims for erroneous charges for City utility services.

BACKGROUND

Resolution No. 76-206, adopted April 4, 1976, limits the Finance Director's or his designee's authority to approve refund claims for erroneous charges for City utility services to a maximum of \$2,000. Refund claims must be made within three years of the date of the error.

DISCUSSION

Refund claims for erroneous charges in excess of \$2,000 usually result from either a clerical input error or an erroneous water meter usage reading. The following schedule summarizes refund claims presented to the City Council since July 1, 1982:

<u>Date Claim Approved</u>	<u>Amount</u>	<u>City Billing Error</u>
8/05/82	\$3,196.08	Calculation of garbage pickups
1/31/83	\$6,778.90	Billing after building condemned
4/05/83	\$14,985.01	Meter reading
12/06/83	\$3,240.25	Rate schedule
1/17/84	\$7,965.30	Calculation of square feet
Pending	\$9,233.93	Meter reading

Staff is recommending the City Council increase the Finance Director's refund authority to approve refund claims for erroneous charges for City utility services to \$10,000.in

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order to expedite the refund claims. The \$10,000 limit is consistent with the authority granted the City Manager for expenditures from the Administrative Contingency Accounts.

RECOMMENDATION

It is recommended that the City Council approve the attached resolution increasing the Finance Director's authority to approve refund claims for erroneous charges for City utility charges to \$10,000.

Respectfully submitted,



MICHAEL L. MEDEMA
Revenue Officer

RECOMMENDATION APPROVED:


WALTER J. SLIPE, City Manager

Attachment

RESOLUTION NO. 84-159

ADOPTED BY THE SACRAMENTO CITY COUNCIL ON DATE OF

RESOLUTION AUTHORIZING THE FINANCE DIRECTOR OR HIS
DESIGNEE TO APPROVE REFUND CLAIMS FOR ERRONEOUS
CITY UTILITY CHARGES

BE IT RESOLVED BY THE COUNCIL OF THE CITY OF SACRAMENTO:

That the Finance Director, or his designee, is hereby granted the authority
to approve refund claims for City utility service charges in the event:

- 1. The claim for refund is valid;
- 2. The claim is presented within three years from the date of
the disputed billing;
- 3. The claim is \$10,000 or less.

APPROVED
BY THE CITY COUNCIL

FEB 21 1984

OFFICE OF THE
CITY CLERK

MAYOR

ATTEST:

CITY CLERK