

UTL-3.09 - Water Bureau Customer Service Authority Delegation - [Printable Version](#)**WATER BUREAU CUSTOMER SERVICE AUTHORITY DELEGATION***Administrative Rule Adopted by Water Bureau Pursuant to Rule-Making Authority*ARB-UTL-3.09

May 2, 2005

To: Tim Grewe, Chief Administrative Officer

From: Mort Anoushiravani, Administrator

Subject: City Code

The operations of the Water Bureau's Customer Service section have been transferred to the Office of Management and Finance (OMF). OMF will now be responsible for services such as meter reading, billing, collection, the customer service call center and walk-in customer care facilities.

Certain City Code provisions address the Water Bureau Administrator's authority to regulate customer billing, collections and customer care. The Administrator's authority over these areas must be officially delegated to the Chief Administrative Officer (CAO) of OMF. By means of this document I, as Water Bureau Administrator, officially delegate the following authority to you as the CAO of OMF:

- City Code Section 3.24.040 (as specified herein) : All billing, collecting and maintaining of records of charges for water, application for new services, meter reading, inspections, investigations of complaints, and maintaining public relations, as they may relate to the Customer Services functions of the Water Bureau
- City Code Title 21 : All authority assigned to the Water Bureau related to all technical aspects of billing, account adjustments where authorized by Code, meter reading, collections efforts, recording charges for water and water related services, determination of locations where bills may be paid, water shut-off for non-payment, deposits prior to service, refusal of service, credit reviews, waiver of fees and charges when necessary for the proper conduct of the Water Bureau and any other aspect of Title 21 customer service responsibilities not expressly addressed but that reasonably falls within the activities listed here.

What is being transferred are the functions listed. The funds thereby collected shall still be provided to the Bureau as required by the City Charter. Payment for these services by the Water Bureau to OMF shall be according to its proportional share of the cost of the services being incurred by OMF for providing those services.

This delegation to the CAO of OMF is to be effective immediately and until further notice.

HISTORY

Filed for inclusion in PPD May 11, 2005.