



**CITY OF LAREDO**  
**UTILITIES DEPARTMENT**  
BILLING DIVISION



5816 Daugherty Ave.  
Laredo, Texas 78041  
Tel. (956) 721-2005  
Fax (956) 721-2006

08/20/18

New Webb County Jail  
Business Office  
1110 Washington St, Suite 203  
Laredo, Texas 78040

RE: Utilities Account #18710-544952

Dear Sir/Madame:

Your Utilities account referenced above has had the bills with bill dates from 09/06/17 to 08/03/18 canceled and rebilled due to the meter under registering usage. The corrected billing was performed using the Public Utilities Commission's (PUC) process of averaging the customer's monthly usage for the preceding 12-month period.

The meter has been under registering for 16 months and we have calculated that the amount for that time period would be \$310,161.34. However, per the PUC we can only charge up to 12 months as noted below:

Under the Public Utility Commission, Chapter 24, Subchapter E. Customer Service and Protection, (h) Overbilling and underbilling. "If the customer was undercharged, the utility may backbill the customer for the amount that was underbilled. The backbilling may not exceed 12 months unless such undercharge is a result of meter tampering, bypass, or diversion by the customer as defined in §24.89 of this title (relating to Meters). If the underbilling is \$25 or more, the utility shall offer to such customer a deferred payment plan option for the same length of time as that of the underbilling. In cases of meter tampering, bypass, or diversion, a utility may, but is not required to, offer a customer a deferred payment plan."

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2018 AUG 23 AM 11:27

The 12 month calculated amount is:

pd 8-6-18

<u>Bill Date</u>	<u>Previously Billed</u>	<u>Corrected Billing</u>	<u>Payments</u>	<u>Remaining Balance</u>
08/03/18	\$13,557.00	\$19,609.99	\$0.00	\$19,609.99
07/03/18	\$3,626.00	\$19,609.99	\$3,626.00	\$15,983.99
06/04/18	\$1,974.39	\$19,609.99	\$1,974.39	\$17,635.60
05/03/18	\$2,950.39	\$19,601.99	\$2,950.39	\$16,651.60
04/05/18	\$2,944.16	\$19,601.99	\$2,944.16	\$16,657.83
03/08/18	\$2,479.88	\$19,601.99	\$2,479.88	\$17,122.11
02/06/18	\$1,466.21	\$19,601.99	\$1,466.21	\$18,135.78
01/05/18	\$2,133.85	\$19,601.99	\$2,133.85	\$17,468.14
12/06/18	\$2,627.89	\$19,601.99	\$2,627.89	\$16,974.10
11/06/18	\$2,765.77	\$19,601.99	\$2,765.77	\$16,836.22
10/06/17	\$3,397.37	\$19,228.24	\$3,397.37	\$15,830.87
09/06/17	\$3,175.81	\$19,228.24	\$3,175.81	\$16,052.43

Outstanding Balance

~~\$204,958.66~~ \$191,401.66

If a payment plan is desired, please visit our Customer Service Center on the first floor of the City Hall Annex located at 1102 Bob Bullock Loop in order to complete the required paperwork.

Should you have any questions regarding this, please contact the Customer Service Supervisor, Araceli Thatcher, at 791-7402, Monday through Friday, between 8:00 a.m. and 5:00 p.m.

Your immediate attention to this issue is greatly appreciated.

Sincerely,



Margarita Ayala  
Customer Service Superintendent

cc: Juan B. Caballero, Assistant City Attorney III  
Karla Robles, Assistant Superintendent

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**Melissa Ramos**

**Subject:** FW: LOC 544952 - Victoria & Flores

**From:** Karla Robles <krobles@ci.laredo.tx.us>  
**Sent:** Tuesday, August 28, 2018 2:39 PM  
**To:** Melissa Ramos <meramos@webbcountytx.gov>  
**Subject:** LOC 544952 - Victoria & Flores

Here is the total balance on account.

Host: 192.168.1.1 Port: 23 Workstation ID: UTILPC63 Disconnect

UT470101 CITY OF LAREDO WATER UTILITY DEPARTMENT 8/28/18  
Account History - Combined Inquiry 14:36:05

Customer ID: 18710 Name: NEW WEBB COUNTY JAIL  
Location ID: 544952 Addr: VICTORIA & FLORES  
Cycle/route . . . . . : 06 01 Amount due . . . . . : 204,958.66  
Initiation date . . . : 12/24/85 Pending . . . . . : .00  
Termination date . . : Customer/location status . : A  
Type options, press Enter.  
5=Display

Opt	Trn Type	Trn/Due Date	Description Bill Comment	Trn/Prv Amount	Reference Date/Num	Running Balance
	RC ADJ	8/22/18	WATER DEMAND FEE 3"	8.00	6/04/18	204,958.66
	RC ADJ	8/22/18	WATER DEMAND FEE 3"	8.00	7/03/18	204,950.66
	RC ADJ	8/22/18	WATER DEMAND FEE 3"	8.00	8/03/18	204,942.66
	EO BILL	8/21/18	E CANCEL/REBILL BILL	234476.38	8/22/18	204,934.66
		9/07/18	MTR UNDER REG 16 MTH	13581.00		

F3=Exit F5=Adjustments F7=Pending F8=Charges F9=Print history  
F10=Change view F11=Payments F12=Cancel F24=More keys

MA A 13/003

1902 - Session successfully started Dell C1760nw Color Printer on 192.168.135.145

*Karla Robles*, MPA, CPM  
Assist. Superintendent-Billing Div.  
City of Laredo Utilities Department  
1102 Bob Bullock Lp., Laredo, TX  
Tel: (956) 727-6440  
Fax: (956) 727-6427