

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."

The 12 month calculated amount is:

pd	8-6-18	
	Remain	

Bill	Previously	Corrected		Remaining
Date	Billed	Billing	Payments	Balance
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	<u>\$16,052.43</u>

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 WEBB COURTY

Melissa Ramos

Subject:

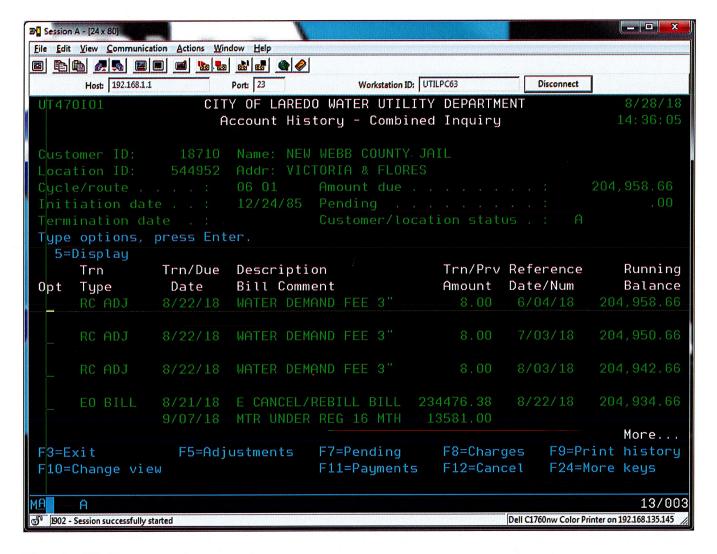
FW: LOC 544952 - Victoria & Flores

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.



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