

1 **..Title**

2 **Water Service Billing Adjustments** – For the purpose of clarifying the procedures for  
3 requesting an adjustment to water or sewer service billing, and matters generally relating  
4 to water or sewer service billing adjustments.

5 **..Body**

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**CITY COUNCIL OF THE  
City of Annapolis**

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**Ordinance 10-16**

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**Introduced by: Mayor Pantelides**

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14 **Referred to**

15 Environmental Matters Committee

16 Finance Committee

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19 **AN ORDINANCE** concerning

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**Water Service Billing Adjustments**

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23 **FOR** the purpose of clarifying the procedures for requesting an adjustment to water or  
24 sewer service billing, and matters generally relating to water or sewer service billing  
25 adjustments.

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27 **BY** repealing and re-enacting with amendments the following portions of the Code of  
28 the City of Annapolis, 2015 Edition  
29 16.08.080

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32 **SECTION I: BE IT ESTABLISHED AND ORDAINED BY THE ANNAPOLIS**  
33 **CITY COUNCIL** that the Code of the City of Annapolis shall be amended to read as  
34 follows:

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36 **Chapter 16.08 – WATER SERVICE**

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38 **16.08.080 - Adjustments.**

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40 A. All requests for any adjustments in the charges imposed under this chapter for water  
41 or sewer service shall be made in writing and shall be received by the Department  
42 of Finance no later than the due date indicated on the bill. The customer shall be  
43 assessed a charge of forty dollars for any request for adjustment. ~~If the Department~~  
44 **DIRECTOR** of Finance determines that an error has occurred, the forty dollar  
45 charge shall be refunded to the customer.

- 1 B. All requests for any adjustment in the charges imposed under this chapter for water  
2 or sewer service, upon receipt by the Finance Department, shall be referred to  
3 appropriate personnel of the Department of Public Works for review, investigation  
4 or inspections as are deemed necessary and appropriate to determine the validity or  
5 correctness of any requests for adjustment of charges. Unless it becomes necessary  
6 to perform further or more detailed tests of equipment, a recommendation for the  
7 allowance, partial allowance, or disallowance of the requested adjustment shall be  
8 submitted by the reviewing employee to the Director of Public Works within fifteen  
9 working days after receipt of the requested adjustment. THE DIRECTOR OF  
10 PUBLIC WORKS SHALL PROMPTLY SUBMIT THE RECOMMENDATION  
11 TO THE DIRECTOR OF FINANCE.
- 12 C. The Director of ~~Public Works~~ FINANCE, after reviewing the recommendation of  
13 the DEPARTMENT OF PUBLIC WORKS' ~~department's~~ personnel, ~~and any~~  
14 ~~further investigation or inspections the director deems necessary~~, shall issue a  
15 decision with respect to all requests for adjustments in the charges imposed under  
16 this chapter for water or sewer service, within ~~fifteen~~ TEN working days after  
17 receipt of the ~~requested adjustment~~ RECOMMENDATION OF THE  
18 DEPARTMENT OF PUBLIC WORKS., ~~but a~~ Any decision shall be limited to the  
19 following actions: (1) Allowance of the requested adjustment in whole or in part; or  
20 (2) disallowance of the requested adjustment. All decisions shall be in writing and  
21 shall state the grounds for the decision. No adjustments shall be allowed, in whole  
22 or in part, if it is determined that the claimed excessive charge has occurred as a  
23 result of any of the following conditions:
- 24 1. Malfunction or improper operation of any water or sewer equipment or facilities  
25 located on the user's property or premises;
  - 26 2. Subsurface breakage in any water or sewer line between the property or premises of  
27 the user and the point where the line is connected to the City's lines or equipment;
  - 28 3. Failure of the user to repair or correct any broken or malfunctioning water or sewer  
29 equipment or facilities or water or sewer line on the property or premises of the  
30 user, after receipt of notice from the City to do so;
  - 31 4. Improper or illegal use of any City water or sewerage equipment or facilities,  
32 including any water box, stopcock box, meter box, valve, water or sewer main, fire  
33 hydrant and ancillary equipment, or service pipe of any type, or wherever located.
- 34 D. A decision of the Director of ~~Public Works~~ FINANCE made under the authority of  
35 this chapter shall be final. ~~A decision resulting in an adjustment in a bill issued for~~  
36 ~~water or sewer charges shall be furnished to~~ †The Director of Finance  
37 DEPARTMENT shall issue an adjusted billing RESULTING FROM A DECISION  
38 TO APPROVE AN ADJUSTMENT. No request for adjustment in charges  
39 imposed under this chapter shall relieve the user from liability for the payment of  
40 the charges, or for any interest or penalties (including the discontinuance of service)  
41 imposed in connection with late payment or nonpayment.  
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- 43 E. ANY PERSON AGGRIEVED BY A FINAL WRITTEN DECISION OF THE  
44 DIRECTOR OF FINANCE UNDER THIS CHAPTER SHALL BE ENTITLED  
45 TO APPEAL TO THE CIRCUIT COURT FOR ANNE ARUNDEL COUNTY  
46 WITHIN 30 DAYS AFTER THE DATE OF THE DECISION.

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**SECTION II: AND BE IT FURTHER ESTABLISHED AND ORDAINED BY THE ANNAPOLIS CITY COUNCIL** that this ordinance shall take effect from the date of its passage.

**EXPLANATION**

CAPITAL LETTERS indicate matter added to existing law.  
~~Strikethrough~~ indicates matter stricken from existing law.  
Underlining indicates amendments