



City of Nampa Utility Billing

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<i>Policy No.</i>	029-10004- 2010	<i>Subject</i>	Utility Rebilling
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Policy

Description – A rebilling policy that addresses the time period of rebilling, circumstances for rebilling, refunds and additional payments.

1. Errors in Preparation – Malfunctions – Failure to Bill: Whenever the billing for utility service was not accurately determined for reasons such as a meter malfunctioned or failed, bills were estimated, metering equipment was incorrectly installed, programmed or calibrated, bills were inaccurately prepared, or the utility failed to bill for service, the utility shall immediately correct the customer account for future billing. Further, where the circumstances indicate that the customer knew or should have known the utility was underbilling the account, utility may bill the customer the correct amount as near as can be calculated for a period not to exceed two (2) years from discovery of the inaccuracy. In that event, customer shall be given the opportunity to make payment arrangements on the corrected amount.
2. Rebilling Time Period: When it is determined that a malfunction or error has occurred and has resulted in the customer being overcharged or undercharged, the utility shall correct the billing error for the identified period not to exceed two (2) years from the malfunction or error. Customers may appeal Utility Bills to the Board of Appraisers pursuant to Nampa City Code 3-1-1.
3. Refunds: The utility shall promptly prepare a corrected billing indicating the refund due to the customer and issue a credit on the customer's account. When the credit amount exceeds a billing period's normal billed amount for said customer, the customer shall be notified and may request a refund of the amount in excess of one period's billing.