



Procedure 08

CUSTOMER ACCOUNTS PROCEDURE

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1.0 OBJECTIVES

- 1.1 Establish guidelines in the Customer Accounts Section particularly on water billing, payment collection, billing and collection adjustments, disconnection and reconnection and water meter replacement in Santa Water District.

2.0 SCOPE

This procedure defines the duties and responsibilities and authorities for all water billing and collection processes in Santa Water District.

3.0 REFERENCES

- 3.1 ISO 9001:2015 Section 7.4, 7.4.1, 7.4.2, 7.4.3
- 3.2 Procedure for Communication
- 3.3 Procedure for Finance
- 3.4 Procedure for Documented Information

4.0 RESPONSIBILITIES AND AUTHORITIES

Utilities/Customer Services Assistant

5.0 PROCESS