



CITY OF SAN AUGUSTINE
ORDINANCE NO. 2026 - 011

AN ORDINANCE OF THE CITY OF SAN AUGUSTINE, TEXAS; ESTABLISHING UTILITY BILLING PROCEDURES AND ADJUSTMENTS FOR BILLING ERRORS. CHAPTER 12 UTILITIES; ARTICLE 12.06

WHEREAS, the City of San Augustine, (hereafter referred to as the “City”) is a General Law Type A municipality located in San Augustine, County; and

WHEREAS, the City Council of the City of San Augustine, Texas has determined the need to update the utility billing procedures on adjustments to billing errors which may occur;

- (a) Each utility customer is responsible for using reasonable diligence to review billing statements and for immediately notifying the utility of a billing error.
- (b) The city shall adjust a customer’s account and issue a corrected bill if it determines that it has overbilled or underbilled the customer for utility service because of:
 - (1) The application of an incorrect rate to the customer’s account;
 - (2) An erroneous meter reading; or
 - (3) The failure of the city to include the utility service in the customer’s account.
- (c) No billing adjustment shall be made, and no refund shall be issued, with respect to utility service:
 - (1) To any customer other than the customer currently receiving service at the service address to which the adjustment pertains; or
 - (2) Under an account that has become an inactive account and for which a final bill was issued more than 90 days before the error or inaccuracy was discovered.
- (d) No interest will be charged by city utilities or paid by city utilities for any such correction.
- (e) All adjustments will be based on the billing rates in place at the time of occurrence.
- (f) In the event of an **overcharge**:
 - (1) An adjustment shall be made for a period of not more than twelve months before the date the error or inaccuracy is discovered.
 - (2) The adjustment shall be issued as a credit to the account.

(g) In the event of an **undercharge**:

- (1) An adjustment shall be made for a period of not more than twelve months before the date the error or inaccuracy is discovered.
- (2) The customer shall have the option to pay the adjusted bill over a period, at a maximum, equal to the period covered by the adjusted bill.

(h) If evidence of tampering is found, or if the inaccurate billing was due to the diversion or theft of utility service, the city retains the right to back bill for the entire period of occurrence. If meter readings are not available, the city reserves the right to estimate consumption.

Passed, Approved and Adopted this 20th day of October, 2026 by the City of San Augustine, San Augustine, County, Texas.

Leroy Hughes, Mayor

ATTEST:

Rhonda Williams, City Secretary