

Detailed Background:

The customer had a zero balance when a credit of \$834.10 bill was generated for the billing period of 02/19/10 – 3/18/10. The credit of \$834.10 was the result of an estimated reading on their water meter that was corrected with an actual water meter reading. The customer made four payments of \$44,227.02, \$459.79, \$762.23, and \$3,823.14, totaling \$49,272.18 on 04/06/10. The credit balance then was \$50,106.28. Four bills were generated \$1,133.07 on 4/26/10; \$908.67 on 5/21/10, \$7,036.60 6/22/10; \$11.77 7/12/10 the credit balance on the account was \$41,016.17. The customer contacted the Division and an investigation has determined that a refund of \$41,016.17 is due to the customer.