



## REQUEST FOR LATE FEE WAIVER

Per West University's City Ordinance: **Chapter 86 – UTILITIES / ARTICLE II. ADMINISTRATION AND ENFORCEMENT / Sec. 86-34. – Billing, payment, nonpayment.**

**(b) Late charge/waiver of late charge.** If a bill becomes delinquent, there is a one-time additional charge of ten percent of the lesser of the amount due or the amount last billed. With the city manager's and finance director's approval, the late charge may be waived under the following circumstances:

- (1) The user has submitted a written request for a waiver of the late charge within 30 days of the delinquent notice; and
- (2) The user has not received a waiver for a late charge within the preceding 24-month period

Resident Name (as it shows on bill): \_\_\_\_\_

Resident Service Address: \_\_\_\_\_

Utility Account No: \_\_\_\_\_ Email: \_\_\_\_\_ Phone #: \_\_\_\_\_

Bill Date of Late Charge Being Disputed: \_\_\_\_\_

**(Request must be within 30 days of charge)**

Amount of Late Fee: \_\_\_\_\_

Reason for the Request: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**CONTACT US:**

- Utility Billing: 713.662.5824
- [billinghelp@westutx.gov](mailto:billinghelp@westutx.gov)

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**OFFICE USE ONLY:** Date Received: \_\_\_\_\_ Employee: \_\_\_\_\_

Account Starting Date: \_\_\_\_\_ Account Late Charge History: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

*(Dave Beach, City Manager)*

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

*(Marie Kalka, Finance Director)*