



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

OFFICE USE ONLY: Date Received: _____ Employee: _____

Account Starting Date: _____ Account Late Charge History: _____

Signature: _____ Date: _____
(Dave Beach, City Manager)

Signature: _____ Date: _____
(Katherine DuBose, Finance Director)