



PROCEDURE FOR REVIEW AND APPEAL OF DISPUTED UTILITY BILLING

1. REVIEW BY ASSISTANT FINANCE DIRECTOR. A customer who desires to dispute the accuracy of a bill for water, sewer, and/or refuse service shall, no later than forty (40) days from the date of the original bill, submit a written request to the City's Assistant Finance Director, or designated representative, for review of the bill. Upon such a request, the customer shall be given an opportunity for a review, investigation, and hearing by the Assistant Finance Director, or designee, concerning the accuracy of the bill. The Assistant Finance Director, or designee, shall have the authority to correct an erroneous bill. The customer shall be given written notification of the decision regarding the dispute.

2. APPEAL TO FINANCE DIRECTOR. If a customer disagrees with the decision of the Assistant Finance Director, or designee, the customer may appeal that decision to the Finance Director. Any such appeal must be filed in writing with the Finance Director at City Hall within five (5) days after written notice of the decision of the Assistant Finance Director, or designee, is given to the customer. The Finance Director, or a designated representative, may review the accuracy of the amount billed, but will not review appeals under this procedure concerning service, general level of rates, pending rate changes, source of water and similar matters. All decisions of the Finance Director will be final.

3. DISCONTINUANCE OF SERVICE FOR FAILURE TO PAY. Water service will be discontinued if a bill has not been paid in full and a timely and proper appeal has not been filed or an appeal has been denied and the appeal is final.

4. NOTICE. Under this review and appeal procedure, notice by City is deemed to be given when (1) personally given to the customer, (2) left at the premises where the service was given, or (3) enclosed in an envelope addressed to the customer with postage prepaid and deposited in the United States mail.