

BILLING DISPUTE / APPEAL FORM

City of Waterford
PO BOX 199
101 E Street
Waterford, CA 95386
Phone # 209-874-2328
Fax # 209-874-9656



DATE:		
NAME (FIRST AND LAST):		
SERVICE ADDRESS:		
CITY:	STATE:	ZIP CODE:
AMOUNT OF DISPUTED BILL:		
COMMENTS:		
FOR CITY USE ONLY		
RECEIVED BY:	DATE RECEIVED:	
COMMENTS:		

3.50.160 Disputed bills.

If any user or owner disputes the amount of the sewer or water service charge for any premises controlled or owned by him or her in any bill or invoice, he or she shall, within thirty days immediately following the date upon which such charge becomes due and payable, file a claim with the finance director or designee accompanied by detailed supporting factual data in support of the claim.

It shall be the duty of each user or owner to prove to the finance director or designee that such charge is in error and the correct amount thereof. If the finance director or designee determines that the charge was in error, the finance director or designee shall correct the bill or invoice. Failure to dispute the amount of any charge in accordance with this section shall be deemed acceptance of the correctness of the charge.

The dispute shall be handled accordingly:

A. If an extension of time to pay is requested, the designated employee shall consider whether the owner should be permitted to amortize the unpaid balance of the utility services account over a reasonable period of time, not to exceed six months.

B. The designated employee shall make a decision, which may include adjustment of the amount due and/or extension of the time for payment for a period of up to six months. A copy of the decision shall be mailed to the owner at the owner's address.

C. Any person aggrieved by the decision may appeal to the city manager by filing a written notice of appeal within five calendar days of the decision with the city clerk. The written notice shall include his or her objections to the decision and basis for appeal. Any person aggrieved by the city manager's appeal decision may request the appeal to be scheduled and heard on a future city council meeting date, however no later than thirty days from the initial ruling. After hearing the objections by such person and giving due consideration thereto, the city council shall make its decision on the matters contained in the appeal, and its decision shall be final and conclusive. (Ord. 2014-08 §3).