



## **WALNUT VALLEY WATER DISTRICT APPEALS PROCEDURE**

The procedure to be used to contest the accuracy of water charges upon receipt of a bill for water service is as follows:

- 1) Within five (5) days of receipt of the bill for water service, the consumer has a right to initiate a complaint or request an investigation regarding any bill rendered by the District. Such protest shall be made in writing and delivered to the District at its office.
- 2) Following receipt of a complaint or a request for an investigation, a hearing date shall be set before an appointed hearing officer of the District. After evaluation of the evidence provided by the consumer and the information on file with the District concerning the water charges in question, the District representative shall render a decision as to the accuracy of the water charges and shall provide the complainant with a brief written summary of the decision.
  - a) If water charges are determined to be incorrect, a corrected invoice will be provided and payment of the revised charges will be due within ten (10) days of the invoice date for revised charges. If the revised charges remain unpaid for more than ten (10) days, water service will be disconnected, subject to right of appeal to the Board, on the next regular working day following the period allowed for payment. Water service will only be restored upon full payment of all outstanding water charges, penalties, and any and all applicable reconnection charges.
  - b) If the water charges in question are determined to be correct, the water charges are due and payable at the time the decision of the District representative is rendered.
  - c) At the time the decision of the appointed representative is rendered, the consumer will be advised of the right to further appeal before the District's board at the next regular meeting.
  - d) If the decision of the District representative is not to the satisfaction of the consumer, the consumer may submit a written request for a hearing before the District's Board at the next regular meeting.
  - e) Water Service may not be terminated until the investigation is completed and the consumer has been notified of the District's decision.
- 3) When a hearing before the Board is requested, such request shall be made in writing and delivered to the District at its office. The consumer will be required to personally appear before the Board and present evidence and reasons as to why the water charges in question are not accurate. The Board shall evaluate the evidence presented by the consumer, as well as the information on file with the District concerning the water charges in question, and render a decision as to the accuracy of said charges.
  - a) If the Board finds the water charges in question are incorrect, the consumer will be invoiced for the revised charges and payment of the invoice is due within ten (10) days from the date of said invoice. If the revised charges remain unpaid after the prescribed period of time, water service will be disconnected on the next regular working day following the period allowed for payment or date set by the Board. Service will be restored only after outstanding water charges and any and all applicable reconnection charges are paid in full.
  - b) If the water charges in question are determined to be correct, the water charges are due and payable at the time the decision of the Board is rendered.
  - c) Any overcharges will be reflected as a credit on the next regular bill to the consumer, or refunded directly to the consumer, at the sole discretion of the Board.
  - d) The Board's decision is final and binding.

For additional information, please call: (909) 595-7554 or (626) 964-6551, Monday through Friday, 8:00 A.M. to 4:45 P.M.