

Rollingwood Utility Customer Appeals Process Summary

Rollingwood Utility customers may appeal to have their water and related wastewater bill reduced. City Ordinance 2012-11-07 governs the appeals process. This ordinance also specifies the process for termination of service for delinquent accounts. During the appeals process, that portion of the bill under appeal is not considered delinquent, however, all uncontested portions of the account must be paid and kept current. Customers should be aware that the City is responsible for equipment malfunctions up to the point where the water meter is attached to the customer's supply line. The customer is responsible for leaks in plumbing and other equipment beyond this point. However, City Utility Staff may be able to assist customers in determining whether or not high water consumption is due to a leak. Customers are advised to consult with City Staff prior to a formal appeal, if a leak is suspected.

The City Council designates the City of Rollingwood Utility Commission as the Hearing Officer for the purposes of Utility Appeals.

It is understood that appeals will be filed as soon as possible, but no later than six (6) months after issuance of the first contested utility bill. Adjustments of bills for periods exceeding 3 months will not be considered except in extraordinary circumstances, as determined at the sole discretion of the City. Reasonable causes for appeals include:

1. Errors in meter reading
2. Water meter inaccuracy or other malfunctions (such as a leak within the meter, or a leak at the point where the meter attaches to the customer's line)
3. Errors in calculation of the bill
4. Excessive water use due to confirmed leaks in the customer's plumbing and other equipment. Appeals for partial reduction of the bill may be considered, providing that the customer provides reasonable evidence that the leak has been repaired. Water volume charges may be reduced to the actual per-gallon costs to the City, plus an administrative fee, not to exceed 10%, and a reduction in wastewater charges may also be allowed, if inaccuracies occur during the winter averaging months.

If informal discussion with City Staff does not resolve an issue, then the appeals process as outlined in the ordinance is the following: A written appeal is prepared by the customer, and submitted to the City Secretary. The appeal is formally addressed to the City Council, but will be considered in the following steps:

1. The Utilities Director will evaluate the appeal and may recommend reducing the bill as requested, reducing it partially, or rejecting the appeal. The customer may choose to end the process at this point.
2. A customer not satisfied with the decision of the Utilities Director, may request further consideration and if so, the appeal will be referred to the Utility Commission, who will act as Hearing Officer for rendition of a final decision. In which event, the Commission will conduct a hearing at its first meeting following the referral, for which adequate notice can be provided as required by the code.