**Las Virgenes Municipal Water District**

**APPEAL REQUEST FORM**

Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Account Number: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Property Address: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

E-Mail: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Mailing Address (if different): \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Next Bill Due Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Check all that apply:

* I believe the excessive water use was the result of a malfunction of the District’s equipment or a billing error by the District;
* The water was needed for health or safety reasons;
* A leak or accidental continuous use occurred on the property during the subject billing cycle; (proof of repair required e.g. invoice/receipts/photos/short statement).
* I was not aware that I was using that much water and exceeding my water budget by the amount stated on my bill ;
* I was not aware that there would be penalties for exceedances;
* I don’t believe the water meter is accurate;
* I don’t believe my water budget was correct;
* Other (explain below)

Additional Explanation (please provide sufficient details to help make a decision):

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Signature Date Printed Name

**Billing Appeals**

**Section 6-2.105**

The procedure to be used to appeal the amount set forth in any bill for residential water service is as follows:

(a) Initial Appeal. Within ten (10) days of receipt of the bill for water service, the consumer has a right to initiate an appeal or review of any bill or charge rendered by the District. Such request must be made in writing and be delivered to the District’s office. For so long as the consumer’s appeal and any resulting investigation is pending, the District cannot discontinue water service to the consumer.

(b) Overdue Notice Appeal. In addition to the appeal rights provided under subdivision (a), above, any consumer who receives an Overdue Notice may request an appeal or review of the bill to which the Overdue Notice relates at least five (5) business days after the date of the Overdue Notice if the consumer alleges that the bill is in error with respect to the quantity of water consumption set forth on that bill; provided, however, that no such appeal or review rights shall apply to any bill for which an appeal or request for review under subdivision (a), above, has been made. Any appeal or request for review under this subdivision must be in writing and must include documentation supporting the appeal or the reason for the review. The request for an appeal or review must be delivered to the District’s office within that five (5) business day period. For so long as the consumer’s appeal and any resulting investigation is pending, the District cannot discontinue water service to the consumer.

**Penalty Appeals**

**Section 3-4.202**

(h) Penalties, including the written warning, may be appealed. A customer who wishes to appeal the imposition of a penalty shall: (1) pay all amounts stated on the bill except for the disputed penalties; and (2) submit a completed Appeal Request Form to the District within 15 calendar days of the date of the appellant’s water bill for the billing cycle in which the penalty was imposed.