



PENALTY SURCHARGE APPEAL PROCEDURE

By completing the application on the back of this form, customers may appeal the conservation surcharge on the basis of hardship or billing error within 10 days after receiving disputed bill.

1. To avoid late penalties or interruptions of service, the full amount of the disputed water bill must be paid on time.
2. Appeals will be reviewed within fifteen business days.
3. The appeal officer will review all factors including:
 - Water use caused by emergency health and safety hazards;
 - Water use related to family health;
 - Whether additional people have been added to the household/business;
 - Water use required for the health of mature trees;
 - Water use required for fire protection and slope stability;
 - If customers are currently using maximum water conservation.
4. If unsatisfied with the appeal officer's decision, a second appeal may be filed in the same manner with the city manager or designee whose decision will be final. Secondary appeals must be accompanied with a fifty dollar (\$50) filing fee for residential customer accounts and a one hundred dollar (\$100) filing fee for all other customer accounts.
5. No appeal will be granted unless the customer can show a maximum reduction in water consumption.
6. No appeal will be granted for maintaining turf and similar landscape.
7. The appeal officer may request information to help with his/her decision however; applicant is required to include any information or evidence that may assist appeal officer's decision.

(Please see reverse side for Penalty Surcharge Appeal Application)

PENALTY SURCHARGE APPEAL APPLICATION

Name of Applicant: _____

Account Number: _____ Date: _____

Water Service Address: _____

Phone: _____ Email: _____

Please check reason(s) for appeal request.

- Adjustment to water use caused by emergency health and safety hazards
- Water use necessary for reasons related to family illness or health
- Increased members have been added to household/business
- Valid home occupation requiring process water
- Irrigation of mature trees
- Plantings required for fire protection and slope stability
- Currently employing maximum water conservation measures
- Additional water use reduction will result in unemployment
- Other

Explanation of appeal and remedy sought (please add additional pages as needed):

Current Conservation Measures Implemented at Service Address:

- High efficiency toilets (1.6 gallons per flush or less)
- Low flow shower heads (2.5 gallons per minute or less at 40 psi)
- Drip, mini emitter or high efficiency irrigation systems
- Smart irrigation controllers in association with automated irrigations systems
- Efficient sink and lavatory faucets (2.5 gallons per minute or less at 40 psi)

I certify under penalty of perjury that to the best of my knowledge the above information is true. I understand that if this information is found to be erroneous, all water used at the property may be re-billed at the appropriate surcharge rate. Should an audit be necessary, the applicant may need to provide additional documentation, and/or access to the property.

Applicant Signature _____ Date _____