

Bill Appeals Document



Per Senate Bill 998 (Dodd), Customers may dispute bills or request an adjustment of bills. This process begins with a written request to the City of Jackson Water Department. Detailed information about the appeals process can be found on the back side of this form. To file an appeal, please fill out the form and sign below:

Name:	Customer ID #:
Tenant or Owner:	Service Address:
Mailing Address:	City: Zip:
Email:	Phone #:

What are the charges on the bill that you are disputing? \$ _____

Please describe your reasons for appealing your City of Jackson water bill - if needed, more space is available on the back side of this form:

Fill out and send form with supporting documentation to: water@ci.jackson.ca.us

By signing below, I agree that the information listed on this form is true and correct and agree to the above terms:

Signature: _____ **Date:** _____

City of Jackson Staff Use Only
Request: Accepted _____ Denied _____ Reason:
Employee Signature:

Bill Appeals Policy

Customers may dispute, or request an adjustment of bills, through the City of Jackson's Water and Sewer department within fifteen (15) days following the billing date. The request must be made in writing, accompanied by documentation supporting the appeal and reason for the review, and be delivered/emailed to the City's Water Department. The City will not discontinue water service to a customer if there are a pending appeal if subsequent bills are paid on time. The Water Department will render a decision as to the accuracy of the water charges on the billing and will provide the customer with a response within ten (10) days of receipt of the appeal. If the water charges are determined to be incorrect, the City will provide a corrected amount and the payment of the revised charges will be due within ten (10) days of the notice of the revised amount. If the revised amount remains unpaid for more than sixty (60) days after notification of the corrected amount disconnection procedures will begin as outlined under Section IV.B of the Administrative Regulations for Water Service. This document can be located on our website on the Water and Sewer department page. If water charges are determined to be correct, the water charges are due within three (3) days of notification of the decision or due date, whichever is later.

Additional Information Regarding Appeal
