



**APPEALING A BILL DISPUTE DETERMINATION TO THE BOARD OF DIRECTORS**

Date: \_\_\_\_\_

Your full name: \_\_\_\_\_

Name on DWA water account:

Same as above

Other  \_\_\_\_\_

Phone: \_\_\_\_\_

Email or Mailing Address:

\_\_\_\_\_

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

Street

State

Zip

Date of bill in dispute (MM/DD/YYYY): \_\_\_\_\_

Why are you appealing your bill dispute determination to the Board of Directors?

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**Fill out form and mail or deliver it to our office.**

**Mail:** PO Box 1710, Palm Springs, CA 92263-1710

**Physical address:** 1200 Gene Autry Trail S, Palm Springs, CA 92264 (open Mon-Fri, 8:00 - 5:00)

**Email:** customerservice@dwa.org

## **SECTION 5- DWA POLICY ON DISCONTINUATION OF RESIDENTIAL WATER SERVICES**

### **5. Procedures to Contest or Appeal a Bill**

**5.1 Time to Initiate Complaint or Request an Investigation.** A customer may initiate a complaint or request an investigation regarding the amount of a bill at least two (2) business days before the shutoff date on the bill by submitting a written complaint or request to the Agency.

**5.2 Review by Agency.** A timely complaint or request for investigation shall be reviewed by a manager of the Agency, who shall provide a written determination to the customer. The review will include consideration of whether the customer may receive an extension, amortization, or other alternative payment schedule under Section 6. The Agency may, in its discretion, review untimely complaints or requests for investigation; however, such complaints or requests are not subject to appeal.

**5.3 Appeal to Board of Directors.** Any customer whose timely complaint or request for an investigation pursuant to this Section 5 has resulted in an adverse determination by the Agency may appeal the determination to the Board of Directors by filing a written notice of appeal with the Agency Secretary within ten (10) business days of the Agency's mailing of its determination. Upon receiving the notice of appeal, the Agency Secretary will set the matter to be heard at an upcoming Board meeting and mail the customer written notice of the time and place of the hearing at least ten (10) days before the meeting. The decision of the Board shall be final.