A Public Agency

12800 Ridge Road, Sutter Creek, CA 95685-9630 ▪ www.amadorwater.org ▪ OFFICE: (209) 223-3018
FAX: (209) 257-5281

Bill Appeals

Per Senate Bill 998 (Dodd), Customers may dispute bills or request an adjustment of bills. This process begins with a written request to the Amador Water Agency Customer Service 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:	**Account Number:**
Owner: ☐ **Tenant:** ☐	**Service Address:**
Mailing Address:	**City:** **Zip:**
Email Address:	**Phone Number:**

What are the charges on the bill that you are disputing: $_____

Please describe your reasons for appealing your AWA water bill – if needed, more space is available on the back side of this form.

_____

_____

_____

_____

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

Signature: _____ **Date:** _____

AWA Internal Staff Use Only	
Request: Accepted ____ Denied____	
Customer Service Supervisor Signature:	**Date:**
Request: Accepted____ Denied____	
General Manager Signature:	**Date:**

AWA Bill Appeal Policy

Customers may dispute bills, or request an adjustment of bills, through the AWA Customer Service Department within 5 days of receipt of bill. If the Customer Service Supervisor denies the request or fails to respond within 5 days of the Agency's receipt of the appeal, the customer may submit a written appeal to the General Manager within 30 days of the date the account becomes delinquent, or ten (10) days after the receipt of the denial from the Customer Service Supervisor, whichever is later. The General Manager will issue a written determination within fifteen (15) days. If the General Manager denies the appeal, the customer may appeal to the Board of Directors in writing within ten (10) days of the date of the General Manager's determination. The Board of Directors will provide the customer with a hearing date. Following the hearing, the Board of Directors will provide the customer with a final decision in writing. The Agency will not discontinue water service to a customer if there is a pending appeal. If a customer does not file an appeal within these time frames, they lose the right to file an appeal through the formal appeals process.

Additional Information Regarding Appeal