



City of Crescent City
Where the Redwoods Meet the Sea

377 J Street, Crescent City, CA 95531 • 707.464.7483 • Fax 707.465.4405 • www.crescentcity.org



REQUEST TO DISPUTE WATER BILL (RESIDENTIAL WATER SERVICE)

NAME: _____

SERVICE ADDRESS: _____

MAILING ADDRESS: _____

CUSTOMER #: _____ PHONE #: _____

*Dispute must be filed with the City of Crescent City no later than 60 days after the due date printed on the bill in order to prevent service from being discontinued while the dispute is investigated. **See back of this page for more information.***

Bill being disputed: _____

Inaccuracy contained in the bill: _____

Signature

Date

FOR OFFICE USE ONLY:

Date billed: _____

Bill due date: _____

Period begin date: _____

Period end date: _____

Date dispute received: _____

Received by: _____

Finance Director's findings: _____

Customer notified of findings: _____

Important information regarding the dispute process

Disputing a bill:

- You have the right to dispute a water bill that you believe contains an error.
- You must file a written dispute with the City no later than 60 days after the due date printed on the bill to avoid your water service being shut off for nonpayment while the dispute is investigated.

Decision on the dispute:

- The Finance Director will review your dispute and either uphold the bill or modify the bill. You will be notified of the Finance Director's decision in writing within 15 days of filing your dispute.
- After you have been notified of the decision, you will have 10 days to either pay the bill or enter into a payment agreement. If you do not, your water service may be shut off for nonpayment.

Appeal:

- If you disagree with the Finance Director's decision, you may appeal to the City Council.
- You must submit a written request to the City Clerk within 7 days of the Finance Director's decision being mailed to you. The City Council will review the appeal at the next appropriate Council meeting. You have the right to attend the Council meeting and speak to the Council. You will be notified of the City Council's decision in writing. The City Council's decision is final.
- After you have been notified of the Council's decision, you will have 5 business days to either pay the bill or enter into a payment agreement. If you do not, your water service may be shut off for nonpayment.

No termination of service during dispute:

- The City may not discontinue your water service for nonpayment of a bill that is being disputed, pending final outcome of the dispute.

You can review the City's policy regarding water service shutoffs for residential customers on the City's website (www.crescentcity.org), or by requesting a copy of the policy at City Hall (377 J Street), or by calling the water department at 707-464-6517. The policy is available in English, Spanish, Chinese, Tagalog, Vietnamese, Korean, and Hmong.