

13.12.070: DISPUTED BILLS:

A. In the event of a complaint by a customer that his or her water bill is excessive, a reread shall be made on the meter and a check shall be made to determine in particular if there are leaks in the meter. Should no leak in such meter be found, then, upon request of the customer, the meter shall be removed and be subject to a test upon it as set forth in detail in section 13.16.030 of this title. In the event the meter tests within the approved limitations, and the customer continues to question the water bill, a personal investigation of said premises served by the meter shall be made by the water superintendent or his appointed representative. Should such investigation find no reason to adjust said bill, the customer may make application (including payment of the application fee established by resolution of the City Council) to the Board for a final and binding, non-appealable ruling.”

In the event a customer disputes his or her water bill for any other reason than such bill being excessive for disputed usage, the customer may make application (including payment of the application fee established by resolution of the City Council) to the Board for a final and binding, non-appealable ruling.