



DISPUTE OF WATER CHARGES

CITY OF FOUNTAIN VALLEY
10200 SLATER AVENUE
FOUNTAIN VALLEY, CALIFORNIA 92708
(714) 593-4420

INSTRUCTIONS

In accordance with section 14.12.065 of the Municipal Code of the City of Fountain Valley, I have attached a written account of the dispute of the rates and/or charges contained on my water utility bill.

- ❖ The following are the required attachments:
 - A concise written explanation of the nature of the dispute
 - Evidence to support my position
 - The result I am seeking

I understand that upon receipt of a completed dispute form, and all required attachments, my dispute will be reviewed by the Finance Director/City Treasurer and a determination will be rendered within fourteen days of receipt of the dispute.

Name of Requester: _____

Current Address of Requester: _____

Phone Number: _____

Water Account Number: _____

Signature of Requester: _____

MUNICIPAL CODE SECTION 14.12.065 ON REVERSE SIDE

City Use: Stamp Date Received _____

§ 14.12.065 **PROCEDURES TO CONTEST OR APPEAL A BILL**

A customer may initiate a complaint or request an investigation regarding the amount of a bill within five days of receiving a disputed bill. A bill shall be deemed received by a customer five days after mailing and immediately upon emailing. A customer may initiate a complaint or request an investigation by submitting a written request and supporting documentation to the city.

A timely complaint or request for investigation shall be reviewed by the finance director or designee, who shall provide a written determination to the customer within fourteen days of receipt of the dispute. The city may, in its discretion, review untimely complaints or requests for investigation; however, such complaints or requests are not subject to appeal.

The affected customer has fourteen days from the time the written determination letter was mailed to the customer to file an appeal with the city clerk. If an appeal is not received by the city clerk within fourteen days, the affected customer failed to exhaust his or her administrative remedies and the decision of the finance director or designee shall become conclusive. If an appeal is received by the city clerk within fourteen days of the date the reply was mailed, then the appeal shall be forwarded to the city manager. The city manager shall review the appeal and mail or deliver a written determination letter to the affected customer or representative. The city manager's decision is final.

(Ord. 1554 § 2, 2020)