

**Arch Cape Domestic Water Supply District**  
**Billing Appeal Policy**  
**Policy # 16-06 WD**

**Purpose:**

This policy outlines the process for all persons, applicants for service and customers (hereinafter "customer/s") within the service boundary of the Arch Cape Domestic Water Supply District [ACDWSD] for submitting inquiries and disputes of ACDWSD invoice bills. Customer accounts are billed according to ACDWSD billing policy. It is the intent of the ACDWSD to handle all billing inquiries and disputes fairly and expeditiously.

**Procedure:**

In order to provide, a fair, timely and transparent process, any and all inquires and disputes of ACDWSD invoice bills shall follow the process as set forth herein.

**Appeal Process:**

1. Customers shall first address all billing inquiries in writing to the ACDWSD Manager, according to established ACDWSD policy; said inquiries and/or disputes must be made within 90 calendar days of the date of the subject invoice.
2. The customer must pay all charges not subject to dispute, during the appeal process, according to the then existing payment policies of the ACDWSD.
3. If the issue cannot be resolved with the ACDWSD Manager, customers may submit a formal written appeal to the Board of Commissioners [BOC] of the ACDWSD for further review.
4. Upon written request, a customer shall be provided a ACDWSD Appeal Request Form and a copy of the ACDWSD's Billing Appeal Policy.
5. Any and all appeals must be made in writing, stating the basis upon which the customer is relying for the appeal; said appeals must be submitted to the ACDWSD Manager within 30 calendar days of written notice from the ACDWSD Manager that the dispute cannot be resolved.
6. The appeal shall be placed on the agenda of the next regularly scheduled meeting of the BOC. The ACDWSD Manager shall notify the customer in writing of the date and time of that meeting. The customer's written appeal, invoice, payment and meter history shall be made available to the BOC for its review. The customer shall be permitted to present additional information to the BOC for consideration either in person, or in writing.
7. The BOC shall consider the appeal and make a final decision, based upon consideration of all relevant information. The BOC may in its sole discretion decide as

*Adopted : October 21, 2016*

follows: (1) reject the customer's appeal in its entirety; or, (2) find in favor of the customer, in whole or in part.

8. In the event that the appeal is rejected, all charges shall be immediately due and payable, and may be structured into a ACDWSD approved payment plan.

9. In the event of a finding in favor of the customer, the appealed charges or any part thereof, as determined by the BOC, shall be waived or credited to the customer's account.

10. The ACDWSD Manager shall inform the customer of the BOC's final decision in writing.

**Dated:** \_\_\_\_\_

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APPEAL REQUEST FORM  
Arch Cape Water and Sanitary Districts  
32065 East Shingle Mill Lane  
Arch Cape, OR 97102  
503-436-2790

NOTE: Dwelling Leak, Irrigation Leak, and Billing Appeal Policies for the Water and Sanitary Districts may be found at [archcape.com](http://archcape.com)

Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

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

Contact Info (phone/email) \_\_\_\_\_

Date(s) of charge you are appealing: \_\_\_\_\_

Please describe in detail the reason for your appeal:

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REMINDER: Attach Supporting Documents (plumbing repair receipts, etc.)

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