BILLING DISPUTE POLICY

Inquiries or complaints on a customer’s water bill must be made prior to the due date for that month’s bill. Complaints may be filed via USPS mail, email, or in person at the office. Bills in dispute are still subject to penalty and/or disconnection for non-payment. If the review of the dispute results in and adjustment to the bill, the adjustment will appear as a credit on the customer’s account.

To file a complaint via email, email Brooklyn Utility Association, prior to the due date of the bill, at:

 brooklynutility2020@gmail.com

Your complaint should include specific information about why the billing is incorrect.

 NOTE: Failure to receive a bill that was mailed to the current mailing address on file for the account does not waive obligation to pay same when due. NOTE: A property owners’ responsibility for the unpaid utility bill of a tenant cannot be the sole basis for a billing dispute.

If the dispute is not resolved by office personnel, the customer may complete a Billing Dispute Form. Billing Dispute Forms should only be used for consumption issues after meter readings have been verified, an inspection for leaks has not shown any water leaks and a meter test has been performed. The Billing Dispute Form will be given to the Office Manager for initial review. Disputes concerning penalties, fees, or charges within 50% of the previous six months average charge will be reviewed by the Office Manager for possible adjustment. The Office Manager will notify the customer of their decision by mail or email. Disputes that do not meet these criteria will be given to the Board of Directors for review. The Board of Directors will notify the Office Manager of their review and the customer will be notified by their decision by mail or email. If the Office Manager or Board of Directors does not determine that an adjustment should be made or if the customer is not satisfied with the proposed adjustment, the customer may request in writing within 30 days of the notice of the proposed adjustment, or lack thereof, that the decision be appealed with an in-person meeting with the Board of Directors. The imposition of penalty/fees are a property owners’ responsibility for the unpaid utility bill of a tenant, can not be the sole basis for an appeal. The Board of Directors will notify the Office Manager and customer of their decision in writing, and any adjustment decided upon will be made to the customer’s account.