

**COMPLAINT AND REQUEST FOR WATER BILL GRIEVANCE  
HEARING**

\*Any customer who disputes the accuracy, validity, and/or amount of a bill covering the water only billing and/or charges, must submit a written complaint and request for Board hearing that must contain a statement of the amount in dispute, the reason and/or basis for the customer's dispute or complaint, and a request for a hearing.

DATE: \_\_\_\_\_

NAME: \_\_\_\_\_

MAILING ADDRESS: \_\_\_\_\_

\_\_\_\_\_

SERVICE ADDRESS: \_\_\_\_\_

\_\_\_\_\_

TELEPHONE:

HOME: \_\_\_\_\_ WORK: \_\_\_\_\_ CELL: \_\_\_\_\_

ACCOUNT NUMBER: \_\_\_\_\_

\*\*I understand that I may have a hearing only if I dispute the accuracy or validity of my water and/or sewer charges or otherwise have a grievance with the charges for such services. With that understanding, I wish to request a Grievance Hearing as follows:

AMOUNT IN DISPUTE: \_\_\_\_\_

SPECIFIC REASON AND/OR BASIS FOR DISPUTE:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

SIGNATURE: \_\_\_\_\_

OFFICE PERSONELLE ONLY:

REQUEST RECEIVED BY BUA OFFICE: \_\_\_\_\_

AMOUNT ADJUSTED: \_\_\_\_\_

FINAL BALANCE: \_\_\_\_\_