



City of Buellton

Appeal of Water and Sewer Billing Charges

Utility Billing Appeal Process: If the customer seeks review or appeal of their bill, the customer shall contact the City before the payment due date and the City will investigate.

Contact Customer Service: Customers with questions about charges on their utility bills have the right to contact Customer Service for clarification or correction of charges. Representatives are available Monday-Friday 8:00 a.m. - 5:00 p.m. over the phone at 805-686-0137 (option #1) or via email at utility@cityofbuellton.com.

Appeal Your Bill: If the investigation does not result in a resolution acceptable to the customer, the customer may seek review by the Finance Director and subsequently may appeal to the City Council. The City will provide written notice of the time and place of the appeal at least 7 calendar days before the City Council meeting. The decision of the City Council is final. The City shall not discontinue residential water service while the appeal is pending.

Customer may submit a completed appeal form within 30 days of disputed bill issue date to:

**City of Buellton
Finance Director
PO Box 1819
Buellton, CA 93427-1819
Fax: 805-686-0086
Email: utility@cityofbuellton.com**

Excess water that will not be adjusted: The City will not extend adjustments for excess water use due to property-side leaks, left-on hoses, excessive irrigation, or the neglect of wear-and-tear items such as toilet flappers, leaking faucets, water softening systems, etc.

The customer is responsible for monitoring higher than expected usage as reflected on the customer's bill. Customers must investigate higher than expected usage to determine if the usage was caused by a property-side leak. A customer who has observed or has actual knowledge of a property-side leak is required to promptly repair the leak. No adjustment or credit will be applied to the utility bill for the property-side leaks, damage, deterioration or other factors beyond the control of the City.

Sewer Quantity for Commercial/Industrial Accounts: In the occurrence of a water break that does not drain into the sanitary sewer system (IE. main line break between meter and building, irrigation or hose bib flow to surface of the ground), a review of Sewer Quantity charges may be requested. Documentation of date of occurrence, repair invoice, photos of damaged device and attestation that the water lost did not drain into sanitary sewer system will be required.



City of Buellton

Utility Bill Appeal Form

Account Holder Information

Name on Account: _____

Account Number: _____ Contact Phone #: _____

Service Address: _____ Email: _____

Appeal Information

Date of Bill: _____ Appeal Amount: _____

Briefly state the grounds or basis upon which you believe the charges on your utility bill are incorrect. Attach additional sheets or documentation, if necessary:

Please note: this form must be completed in its entirety. Upon receipt to the department, a courtesy hold will be placed on the account for the billing charges in dispute only. Completion of this form does not guarantee an adjustment will be made to your account. All appeals are reviewed by the Finance Director. Once the review is complete, you will receive notification of results from the Finance Department.

By signing this application for appeal, the customer understands and agrees to the criteria for appeal and will contact Customer Service to make payment arrangements on the open balance on the account if needed.

Signature: _____ Date: _____

For Office Use Only:

Date Received: _____ Additional documentation Received: Yes ____ or No ____

Amount of Bill: _____

Balance on Account: _____

Decision _____

Authorized Signature: _____ Date _____

City Council review date set for: _____ Customer notified on: (7 days min) _____