

ANDERSON SPRINGS C.S.D.

Penalty Appeal Form

Name: _____

Property Address:

E-Mail: _____

Mailing Address (if different): _____

Penalty Amount \$_____ Next Bill Due Date: _____

Check all that apply:

- I believe the excessive water use was the result of a malfunction of the District’s water system or a billing error by the District;
- The water was needed for health or reasons or to contain an emergency;
- A leak occurred on the property during the subject billing cycle and it has been repaired.
- I was not aware that I was using that much water and exceeding my water budget;
- I was not aware that there would be penalties for exceedances;
- I don’t believe the water meter is accurate;
- Other (explain below)

Additional Explanation (please provide sufficient details to help make a decision):

Signature _____ Date _____ Printed Name _____
(see reverse)

Penalties, including the written warning, may be appealed. A customer who wishes to appeal the imposition of a penalty shall: (1) pay all amounts stated on the bill except for the disputed penalties; and (2) submit a completed Appeal Request Form to the District within 15 calendar days of the date of the appellant's water bill for the billing cycle in which the penalty was imposed.

(i) An appeal will be granted if the District finds that competent evidence supports a reasonable conclusion that:

- (1) the excessive water use was the result of a malfunction of the District's water system or a billing error by the District;
- (2) the water was needed for health or safety reasons; or
- (3) a leak occurred on the property during the subject billing cycle.

The District will respond to appeals within 30 calendar days of receipt. The District may require additional documentation prior to making a decision on an appeal. In the event an appeal is denied, the appellant shall pay the District within 10 days of denial of the appeal.”