



MARK A. YOUNG
 EXECUTIVE DIRECTOR

COUNCIL REQUEST

TO: Kevin J. Murphy, City Manager

FROM: Mark A. Young, Executive Director *Ma. Y.*

DATE: January 17, 2018

SUBJ: Council Request – M. Kennedy – City Council requests the City Manager provide the City Council with a report regarding the process for appealing unusually high water and sewer bills.

The following is an outline for the procedures and guidelines initiated for Water/Sewer Utility bill disputes.

Residents may call or visit the Water Department if they have a question concerning their Utility bill, Water Administrative staff will review the account and inform the resident of any findings that explain the amount of water used and billed.

If the resident is not satisfied with the explanation they may wish to file a formal dispute and are requested to complete a bill dispute form.

When the bill dispute form is submitted; a complete review of the account is performed to determine any deviations on the account using historical consumption, fix base history, account notes and/or work orders based on inspections by service technicians.

Once this review is completed, a letter is generated outlining the Water Department's findings and/or resolution. If requested by the resident they are contacted via telephone. Upon receiving and reviewing the letter if the resident is not satisfied with the finding and/or resolution, they may request a hearing before the Water Board.

The Water Board is made up of three members appointed by the City Manager. The three members are the Wastewater Executive Director, the DPW Commissioner, and a private citizen. Water Board hearings are scheduled on an as needed basis pending the volume of applicants. The hearings are typically held late afternoons at the Water Department located at 815 Pawtucket Blvd.