



UTILITY BILLING DEPARTMENT  
**NOTICE OF DISPUTE**

*Disputes must be filed no later than 30 days after the date of the water bill for the period wherein the error is alleged to have occurred. Failure to file within said period will terminate the customer's right to appeal for that period. (Over for details)*

Name: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

\_\_\_\_\_

Phone Number: \_\_\_\_\_

Utility Service Address: \_\_\_\_\_

Grand Ledge, MI 48837

Account Number: \_\_\_\_\_

Bill and Amount in Dispute: \_\_\_\_\_

Explanation of Dispute: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

If you have any attachments, please indicate them here: \_\_\_\_\_

\_\_\_\_\_  
*Signature*

\_\_\_\_\_  
*Date*

**For Office Use Only**

Filing Date	30 <sup>th</sup> Day from Bill in Dispute	Next Dispute Committee Meeting

## **ARTICLE IX. Water Disputes Committee and Water Appeals Board**

§ 8-49. Committee established; operation.

**A.** The Committee shall consist of five voting members, two members appointed from the Public Service Committee, the Director of Public Services, or his designee, the City Administrator and the Utility Billing Clerk. In addition, the City Attorney and City Treasurer shall attend as ex officio nonvoting members.

*[Amended 4-26-2004 by Ord. No. 493]*

**B.** A majority of the voting members of the Committee shall constitute a quorum for conducting the business of the Committee.

*[Amended 11-12-2002 by Ord. No. 484; 4-26-2004 by Ord. No. 493]*

**C.** The Committee shall meet within 30 days of the filing of a Notice of Dispute at the call of the Committee Chair.

*[Amended 4-26-2004 by Ord. No. 493]*

**D.** Any person wishing to be heard by the Committee shall file a Notice of Dispute with the Grand Ledge City Clerk, on forms provided by the Clerk, not later than 30 days after the date of the water bill for the period wherein the error is alleged to have occurred. Failure to file within said period will terminate the customer's right to appeal for that period.

*[Amended 4-26-2004 by Ord. No. 493]*

**E.** The Committee shall hold regular meetings on the second Monday of each month at 6:00 p.m. during any month when a Notice of Dispute shall have been timely filed, and special meetings at the call of the Chairperson.

**F.** Any person wishing to be heard by the Committee shall file a Notice of Dispute with the Grand Ledge City Clerk, on forms provided by the Clerk, not later than seven calendar days prior to the next scheduled meeting of the Committee. Any Notice of Dispute filed less than seven days before a scheduled meeting shall be heard at the meeting scheduled for the following month.

**G.** The Committee shall consider all evidence presented in connection with the dispute and any information available from City records or City personnel relating to the dispute. The Committee shall have the power to determine appropriate rates prospectively and for a period not to exceed three years prior to the filing of a Notice of Dispute to conform with the evidence provided and to grant relief from disputed charges or billings. Relief shall be granted only upon a finding that the same will not be contrary to the public interest or to the intent and purposes of applicable Grand Ledge ordinances.

*[Amended 11-12-2002 by Ord. No. 484]*

**H.** Within 30 days following hearing of any dispute, the Committee shall cause a written statement of its findings to be forwarded to the person filing the Notice of Dispute, with a copy to remain on file at the Grand Ledge City Hall.

**I.** Any person who feels aggrieved by the Committee's determination, and who desires to appeal the findings of the Committee, shall file a Notice of Appeal, in writing, with the Grand Ledge City Clerk within 30 days of the date of the mailing of the Committee's findings. When a timely, written Notice of Appeal has been filed with the office of the Grand Ledge City Clerk, such appeal shall be heard by the Grand Ledge Water Appeals Board in the manner described by § 8-50 of this article. The determination of the Grand Ledge Water Appeals Board with regard to such appeal shall become the final determination by the City with regard to any dispute involving rates, charges and billings for water, sanitary sewer and storm sewer. Failure to properly file a Notice of Appeal within the thirty-day time period allotted shall result in the Committee's findings becoming the final determination by the City in regard to any such dispute.

*[Amended 8-25-1997 by Ord. No. 404.97-1]*

**J.** Upon a finding by the Committee that the usage classes set forth in Grand Ledge Resolution No. 46 of 1990 or such resolution as may hereafter be adopted are not appropriate to the actual usage of an individual parcel, the Committee may assign a usage class factor appropriate to that individual parcel.