



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 th Day from Bill in Dispute	Next Dispute Committee Meeting

PART II - CODE OF ORDINANCES
Chapter 2 - ADMINISTRATION
ARTICLE IV. - BOARDS AND COMMISSIONS
DIVISION 7. WATER AND SEWER DISPUTES COMMITTEE

DIVISION 7. WATER AND SEWER DISPUTES COMMITTEE

Sec. 2-226. Committee established; operation.

- (a) The committee shall consist of five voting members, two members appointed from the City Council, City Manager or their designee, the Public Works Superintendent, and the utility billing clerk. In addition, the City Attorney and City Treasurer may attend as ex officio nonvoting members.
- (b) A majority of the voting members of the committee shall constitute a quorum for conducting the business of the committee.
- (c) The committee shall meet within 30 days of the filing of a notice of dispute at the call of the committee chairperson.
- (d) Any person wishing to be heard by the committee shall file a notice of dispute with the 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.
- (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 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 city ordinances.
- (h) Within 30 days following hearing of any dispute, the committee shall issue a written decision to the person filing the notice of dispute, with a copy to remain on file at the city hall.
- (i) Reserved.
- (j) Any such written committee decision on water and sanitary sewer rates, charges, fees, and deposits shall be final.
- (k) Reserved.
- (l) Any person who feels aggrieved of the committee's decision, and who desires to appeal the committee's decision, shall directly appeal to the county small claims court or the county circuit court as applicable.

(Code 2002, § 8-49; Ord. No. 588 , § 1, 3-22-2021)

¹Editor's note(s)—Ord. No. 588 , § 1, adopted March 22, 2021, changed the title of div. 7 from "Water Disputes Committee" to read as herein set out.