

**CITY OF ZANESVILLE  
STORMWATER UTILITY PROGRAM**

**POLICY: CUSTOMER APPEALS PROCESS**

**I. DISCUSSION:**

This is the sixteenth billing policy paper in a series of billing policy papers that document the overall billing mechanism development process. This billing policy paper provides the steps City staff will adhere to regarding customer appeals process that relates to non-residential property owners that have some disagreement or issue regarding the following stormwater utility program activities:

- a. The billing system database information for their property and/or customer account;
- b. The impervious area measurement calculation; and
- c. Issues related to the credit program and application.

The following are the assumed steps to reconcile and resolve a stormwater customer inquiry/complaint regarding the above list of issues any non-residential property:

1. The non-residential parcel/property owner telephone calls, mails, emails the inquiry/complaint customer service staff will document inquiry and forward a notice to engineering staff; or
2. The non-residential parcel owner telephone calls, mails, emails the inquiry/complaint directly to City engineering staff;
3. City Engineers Office staff will evaluate the type of inquiry and review all information related to the customer account including the impervious area measurement, any credit reduction, etc., or any other issue specifically related to the inquiry;
4. If City Engineering staff agrees with the inquiry, for example, the impervious area measurement was not correct, City staff will make the necessary changes to the GIS and then inform the utility billing department so the change in value any changes in ERU's will be made;
5. If City Engineering staff agrees with the original impervious area measurement (in other words disagrees with the basis of the inquiry or complaint, City Engineering staff should contact the customer by telephone and explain the research and findings that according to the city records, the impervious area measurement or any other issue/inquiry/complain is correct;
6. If the customer disagrees with the findings, offer to send any related information in writing via email or snail mail and have the customer call to schedule and discuss the situation after receiving the information;
7. If the customer disagrees after receiving the printed measurements and the inquiry is related to the impervious area measurement, schedule an onsite visit at the property/parcel in question to review the impervious area measurements with an onsite by city engineering staff;

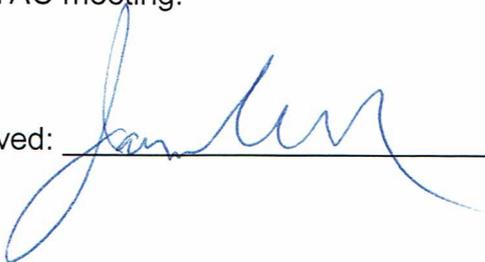
- 8. If the property owner disagrees after receiving the printed measurements and after city staff performing an onsite visit (if the impervious area measurement is the issue) schedule a formal face to face meeting with the Department of Public Service, Director of Public Service to further review and discuss the issue/inquiry in an in-person meeting, according to city code 133.02 "General Duties and records of the Director of Public Service",
- 9. If the property owner disagrees with the decision of the Director of Public Service, such person may appeal to and request a hearing with the public service committee, a subcommittee of City Council for final resolution.
- 10. The adjustment period for any and all data errors and impervious area measurements will be limited to one year from the date the issue was discovered.

**II. TAC RECOMMENDATION:**

The JHA/ERC Team recommends following the above appeals steps and process.

**III. TAC ACTION:**

The TAC reviewed, discussed and approved this billing policy paper during the July 10, 2018 TAC meeting.

Approved:  \_\_\_\_\_

Date: 7/10/18