

Significant User Charge Appeal Process
Instructions and Appeal Form

Charge Description: Each year the Tax Collector sends Significant User Charge Bills to properties that consumed in excess of 250,000/gallons of water in the prior year. To clarify, the bill received in 2017, is calculated and based on water consumption in 2016. The bills can be paid quarterly by remitting appropriate payment with the corresponding stub, or it can be paid in full.

If a significant user challenges the bill, an appeal process has been adopted by the Governing body (Ordinance 12-14). The appeal process is as follows. Within 45 days of the receipt of the annual invoice, on or about February 1st, the user shall complete the appeal form, include a cover letter and any supporting documentation for the claim. This appeal packet shall be forwarded to the Borough Administrator to calendar for a hearing by the Governing Body. At least 10 days prior to the scheduled hearing the Borough Administrator shall provide the user with the following: letter indicating hearing date, copies of Ordinance 11-4 and 12-14.

It is not mandatory for the user to appear at the hearing although it can be beneficial should the Governing Body have questions. The decision of the Governing Body is final. If the appeal is granted, a resolution shall be placed on the next available Public Meeting Agenda for adoption. A copy of the approved resolution shall be sent to the Tax Collector so the charges can be cancelled. If the appeal is not granted, a letter shall be sent within 5 days to the user with notification and deadline for payment.

Please complete the following:

Name _____ Date received invoice: _____

Property Address _____

Contact Information: (Email Address or Phone Number) _____

Amount of Invoice: (please indicate if annual amount or quarterly) _____

Reason for Appeal: (You can check the examples below or provide additional reasons)

Toilet or fixture
leak: _____

Leak in hidden areas, or outdoor
faucets: _____

Outdoor Landscaping Sprinkler
System: _____

Inaccurate readings, billing or data provided to or by United
Water: _____

Please remember to attach documentation to support your claim

FOR OFFICE USE

Date received appeal: _____ Initial _____

Meeting Date for Appeal: _____

Letter to user issued: (must be at least 10 prior to hearing) _____

Listed on Agenda: _____

Appeal Granted: _____ Resolution prepared: _____ Date of Public Meeting _____ Copy to tax collector _____

Appeal Denied: _____ Letter sent to user: _____ Copy to tax collector _____ Payment received _____