

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 _____, is calculated and based on water consumption in _____. 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 be sure complete the following (print clearly) and attach supporting documents:

Name _____ Date received invoice: _____

Property Address _____

Email Address _____ 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 (from water company as well as town) TO SUPPORT YOUR CLAIM

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: _____