



## SAN JOSÉ MUNICIPAL WATER APPEAL FORM

### INSTRUCTIONS

Customers must call the City Customer Contact Center at (408) 535-3500 to initiate a bill review.

To appeal a bill review decision please complete this form and submit to City within 15 days of decision date. The City will provide a response either by phone, email, or mail.

Failure to receive a bill that was mailed to the current mailing address on file does not waive the obligation to pay bill by the due date.

The customer is responsible to provide updates to the City when mailing address changes.

Consumption due to leaks at the customer's premise do not qualify for adjustment. It is the customer's responsibility to keep premise equipment in good condition.

### CUSTOMER INPUT SECTION (Complete each item in this section)

Name \_\_\_\_\_ Email \_\_\_\_\_ Daytime Phone \_\_\_\_\_ Date \_\_\_\_\_

Service Address \_\_\_\_\_

Mailing Address (if different than service address) \_\_\_\_\_

Customer Number \_\_\_\_\_ Account Number \_\_\_\_\_

Invoice number \_\_\_\_\_ Bill Date \_\_\_\_\_

Amount of Appeal \_\_\_\_\_

Results of Bill Review \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Reason for Appeal \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Please email or send this form along with all supporting documentation to the address below. The City will provide a response once investigation is completed.

Email - [SJFinanceUtilities@sanjoseca.gov](mailto:SJFinanceUtilities@sanjoseca.gov)

San José City Hall - Customer Call Center, 11<sup>th</sup> Floor 200 East Santa Clara Street San José, CA 95113

### FOR CITY OF SAN JOSÉ USE ONLY

ESD  Leak  Meter read  Other Reviewed by \_\_\_\_\_

ACTION \_\_\_\_\_

Finance  Adjustment/Re-bill  Other \_\_\_\_\_

ACTION \_\_\_\_\_ Reviewed by \_\_\_\_\_

Customer Notified \_\_\_\_\_ Date \_\_\_\_\_

Call Center  Call Received \_\_\_\_\_ Reviewed by \_\_\_\_\_

Customer Notified \_\_\_\_\_ Date \_\_\_\_\_