

As per your request, attached is a Board of Appeals application for hearing. Return your application to the attention of:

**Customer Service
Montgomery County
Environmental Services
1850 Spaulding Road
Kettering, OH 45432**

About the Board of Appeals

The Board of Appeals is comprised of three individuals who are not employees of Montgomery County. The agencies they represent include the Ombudsman's Office, the League of Women Voters, and the Township Association. These individuals have been appointed by the Montgomery County Board of Commissioners to make unbiased decisions regarding disputed water/sewer bills. The Board of Appeals is the **final step** in the bill dispute process. Montgomery County Environmental Services (MCES) and the customer agree to adhere to the decision of the Board of Appeals.

Steps in Appeals Process

1. Customer completes the enclosed application for hearing and returns it to the address above along with their payment for any of the undisputed charges. This amount should be equal to the previous year's bill for the same quarter or an average bill. Upon receipt of the application and proper payment, collection efforts on the disputed charges will be suspended until the appeals process is complete.
2. Upon receipt of the above items, if MCES deems appropriate and one has not yet been conducted, a leak investigation by MCES is scheduled. The leak investigation is a **basic** review of the customer's plumbing fixtures to help identify any potential leaks. Plumbing problems can be intermittent in nature and not active during the leak investigation. Customers may hire a licensed plumber to conduct a more thorough investigation.
3. If there are no obvious leaks found, the customer can request a meter test. **The customer is responsible for the cost of the meter test.** MCES will remove and replace the existing meter. The meter is put through a series of tests using special testing equipment at MCES. The meter test fee covers the labor and equipment costs for this process. The customer is welcome to witness the meter test. If the test shows that there is a meter malfunction, the test fee will be waived. No bill adjustment will be granted for meters that test within the American Water Works Association standards. A meter test will not be conducted until after another full quarter has passed since the initial high bill. Postponing the meter test allows MCES and the customer to see if usage returns to a normal amount without removing the meter.
4. The Board of Appeals meets on the second Friday of the odd numbered months of the year. The customer will be notified in writing of their scheduled Board of Appeals hearing date and time. Each hearing is scheduled for 15 minutes. Customers can attend the hearing, but it is not required. Customers who attend should come prepared to present any information they have as to why they are disputing their bill.
5. The Board of Appeals will discuss and make a decision on each of the cases. Customers will be notified in writing regarding the outcome of their case. The decision is final. Payments or credits to the account will be made immediately upon notice of the Board's decision. Customers will receive written notice of the Board of Appeals ruling within 30 days of the hearing.
6. Questions regarding the Board of Appeals can be addressed to a Customer Service Representative at (937) 781-2688.

MONTGOMERY COUNTY ENVIRONMENTAL SERVICES

**BOARD OF APPEALS
APPLICATION FOR HEARING**

TODAY'S DATE: _____ ACCOUNT #: _____ - _____

YOUR NAME: _____ OWNER'S NAME: _____

PHONE #: (____) _____ BILL DATE: _____

SERVICE ADDRESS: _____

MAILING ADDRESS: _____

UNDISPUTED CHARGES PAID: AMOUNT \$ _____

DATE PAID _____ ENCLOSED

REASON FOR DISPUTE _____

Attach additional sheet if required.

WHAT RESOLUTION ARE YOU SEEKING _____

ACTION TAKEN BY CUSTOMER SERVICE _____

I understand the decision of the Montgomery County Environmental Services Board of Appeals is final and non-negotiable. I understand that Montgomery County and I will adhere to the decision.

Signature _____

FOR INTERNAL USE ONLY

Disputed Bill Quarter _____ Disputed Amount \$ _____

Payment of Undisputed Charges \$ _____ Date _____

Leak Investigation WO # _____ Work Order #'s _____

Rules and Regulations and Policies _____

Account Records () CSH () CFM () Memos () CBH _____

Reviewed by: _____ Notes _____
