



Utility Bill Appeal Form

This form is to be used by Town of Windsor utility billing customers requesting to dispute their bill. Appeals will not be considered for the previous year's water usage and only one appeal will be considered for any one calendar year. The Town requires that customers pay their outstanding utility bills during the appeals process unless otherwise indicated. If the appeal is approved, the appropriate adjustment will be made on the customer's account. The Customer Service Department is responsible for reviewing and granting/denying all appeals. Appeals are processed on a case by case basis and customers may be required to submit additional information to support their dispute.

The documents below are required to be submitted with the completed form:

- Copies of three consecutive water bills from the three months prior to the submittal of the Appeal Form.
- If there was a leak, the customer must provide documentation showing the leak was repaired:
 - Invoice from a plumber or receipt listing parts that were purchased;
 - Identification of the type of leak (toilet, sprinkler system, etc.);
 - Date the leak was repaired.

The Town must be confident and may need to verify the leak was repaired before processing the request.

Date:	Service Address:
Name:	Account Number:
Phone Number:	Email Address:

Reason for Appeal:

Relief Requested:

OFFICE USE ONLY

Appeal Approved By:

Appeal Declined By:

Action to be Taken:

Reason for Declination: