



Utility Bill Appeal Form

To appeal excess charges due to a leak or maintenance issue, this form must be submitted within 90 days of identifying the issue. Appeals will only be reviewed for maximum of 12 months prior to the repair of the issue, and only one appeal will be considered within a 12 month period.

The Town requires that good faith payments are made while the appeal is under review, and payment plans can be set up to avoid late fees and/or disconnection of service. If approved, the appropriate adjustment will be made to the customer's account.

The Customer Service Department is responsible for reviewing all appeal submissions, and will contact the submitting party within six weeks of receipt. Appeals are processed on a case by case basis, and customers may be required to submit additional information to support their dispute.

REQUIRED INFORMATION/DOCUMENTATION (ALL FIELDS REQUIRED):

Invoice from a plumber or a receipt listing parts that were purchased. Your appeal **WILL NOT** be considered without this.

Name: _____

Service Address: _____

Email Address: _____ Phone #: _____

Date the issue was identified: _____ Date the issue was corrected: _____

Identify the type of issue (toilet leak, appliance repair/replacement, sprinklers, etc.): _____

Describe the situation: _____

TO SUBMIT:

Email the form and all applicable documents to utilities@windsorgov.com or bring to/mail to Town Hall, 301 Walnut St, Windsor, CO 80550.

Office Use Only:

Received Date: _____ **Approved/Denied:** _____ **Initials:** _____