



SAN JOSE MUNICIPAL WATER APPEAL FORM

INSTRUCTIONS

Take the following steps if you disagree with your City of San José Municipal Water Bill:

1. Call the City Customer Contact Center at (408) 535-3500 to begin an initial bill review. Once you are notified of a decision on your initial review; then you must complete this form WITHIN 15 DAYS and:
 - a) Email or mail the completed form along with all supporting documentation to:

San José City Hall, ATTN: Customer Call Center/Water Appeals
200 East Santa Clara Street, 11th Floor
San José, CA 95113
Email - Customerservice@sanjoseca.gov. Use "Water Appeals" in the Subject Line of your email.
 - b) Pay the undisputed portion of the bill (for example, pay the meter charges when only disputing the amount of water billed)

The City will review the basis for the amount billed and the customer's response. Your water will not be disconnected during your appeal. If your appeal is unsuccessful, the disconnection process will restart when the decision is issued.

PLEASE NOTE

1. **The Customer must ensure the City has your proper billing address. You are responsible for the payment and late fees, even if you did not actually receive a bill.**
2. **The Customer must ensure the property and its fixtures and pipes are in good condition; water use from a leak does not qualify for a bill adjustment.**

COMPLETE ALL FIELDS

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 _____

FOR CITY OF SAN JOSE 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 _____