

**Utility Adjustment - Appeal
Onancock Town Council**

This form is required by any utility account holder who requests an appeal hearing with the Town Council who has gone through the request process with town staff and does not feel that the decision reflects the ordinance §34-176.

Once this form is received, the town will schedule a meeting with the Town Manager and two Town Council members as quickly as possible.

Account Holder Name: _____

Service Address: _____

Account Number: _____

Description of the Reason Requesting Adjustment:

Date Repair Made. Attach the plumber Receipt. It must specifically describe repair and location.

Note: You should familiarize yourself with the ordinance governing utility adjustments (§34-176) as that is what the town is required to follow.

In no circumstance will the volume or cost of water be reduced from the actual reading and bill. If an adjustment is ordered by the Appeal Committee, adjustments only occur with sewer charges.

Account Holder

Signature

Accidents and mistakes happen, even with something as mundane as drinking water.

Because drinking water and sewer charges are expensive, these problems can be costly. The drinking water department for the town is among our highest-cost services. The Town accounts for every gallon to ensure we properly manage those expenses and keep your costs as low as possible. For that reason, reducing a customer bill is a serious matter for us and we treat it that way. We always want you to feel that you have had the opportunity to share your thoughts and concerns with every level of town leadership.

The Town Council established a town ordinance §34-176 to govern adjustments to utility bills and the town employees follow this ordinance carefully.

If you have followed the steps in the ordinance and you have worked with town staff and the Town Manager and you are still not satisfied with the outcome, the Town Council has an appeal process for you.

Complete the form attached here or in the Forms Library and return it to the Town Manager. Your appeal meeting with the Town Manager and two members of the Town Council will be scheduled as quickly as possible.

Thank you.