



REQUEST FOR SEWER FEE ADJUSTMENT PURPOSE:

Information provided on this form will be used to adjust the sewer service fee for water consumption that is not disposed of through the city's wastewater collection system.

Sewer fees are calculated in July of each year based on your average water consumption for the prior winter months of December, January and February. That resulting fee is charged July through the following June. To have your sewer fee re-evaluated based on water used outside the home and not discharged into the sewer, please complete the following information.

Name: _____ Account # _____

Address: _____ Phone # _____

Email Address: _____

- 1) Winter lawn _____ sq. ft.
- 2) Garden _____ sq. ft
- 3) Total # of shrubs/plants _____
- 4) Total # of trees _____
- 5) Salt River Irrigation? (YES / NO)
- 6) Pool Size: Length _____ Width _____ Shallow Depth _____ Deep Depth _____
- 7) Pool filled or repaired during winter months: (YES / NO)
- 8) Number of Occupants _____

Other Comments: _____

The above information is accurate to the best of my knowledge. I understand that the given values are subject to verification and if there are errors, I will be charged for any incorrect allowance not previously billed. And allowance based on the information provided will be reflected in future bills. I have read and fully understand this document.

SIGNATURE _____ DATE _____

CITY OF AVONDALE

SEWER FEE APPEAL POLICY

A “Request for Sewer Fee Adjustment” form will be mailed to customers who indicate their average water consumption during the winter month billings (Dec., Jan., and Feb.) is not an accurate indicator of their sewage flow.

Sewer fee appeals will be accepted only for the current fiscal year (July 1 to June 30). **Once a new average has been established, the previous average cannot be appealed.**

The average change for new customers cannot be appealed until a consumption average has been established for that user category.

Completed forms must be received no later than 60 days after the end of the billing period in dispute. They will be investigated in the field, evaluated based on supporting documentation and verified information.

If an objection to the decision is not filed in writing within 30 days after the notification date, the decision shall be final and conclusive as between the customer and the City and the customer shall have forfeited any right for a further hearing and any amount owing shall become immediately due and payable.

If an objection is filed, the written objection should be delivered or mailed to the City of Avondale, Attn: Customer Service Supervisor, 11465 W Civic Center Dr., Suite 260, Avondale, AZ 85323-6808. Upon receipt of the objection, the supervisor shall make all determinations within 30 days. Any other objections cannot be further appealed for the current billing year.

The customer’s water service shall not be terminated for failure to pay the sewer charges under dispute during the appeal, provided that water, sanitation, and any other fees assessed to the customer’s account are kept current during the dispute.

If it is determined the customer’s dispute is valid, appropriate adjustments will be made to the customer’s account, including any late charges assessed on the sewer fee under dispute.

If it is determined that the customer’s dispute is not valid, the amount under dispute, plus late charges assessed on the sewer fee, will be immediately due and payable.

Minimum Volume

Adjustments to sewer volumes will not be used to decrease sewer volumes to an average of less than 80 gallons per resident per day rounded up to the next 1,000 gallons per month.

Basis for Adjustments

Adjustments will be allowed based on the following:

- 1) Winter lawn will be adjusted based on the best estimate of water used for lawns. If the owner does not have precise data, the following formula will be used:
$$(Area\ SF \times 1\ gallon\ per\ SF) = Monthly\ Usage$$
- 2) Area planted to garden in square feet. Adjustment will be based on the best estimate of water used. If the owner does not have precise data, the following formula will be used:
$$(Area) \times (.55\ gallons\ per\ SF) = Monthly\ Usage$$
- 3) Number of evergreen plants, shrubs or trees.
$$(Total\ items) \times (85\ gallons\ per\ piece) = Monthly\ Usage$$
- 4) Pool filled during winter metering period. Adjustment will be based on actual volume to refill the pool.
- 5) Minimum Volume:

1 person	3,000
2 people	5,000
3 people	8,000
4 people	10,000
5 people	12,000
6 people	15,000

SEWER APPEAL PROCEDURE

- 1) Completed "Request for Sewer Fee Adjustment Form" to be received within 60 days of the billing period in dispute.
- 2) Field investigation to verify information performed.
- 3) Customer has 30 days from the notification date to submit objections. Right to appeal is forfeited after this time and outstanding charges are due and payable immediately.
- 4) Objection to initial decision must be in writing, and the correspondence must include the following information:
 - a. Address of property
 - b. Statement indicating the amount being protested and the billing date
 - c. Statement detailing why the original decision is incorrect or unacceptable
 - d. Request for hearing, if decision reversal is denied

Kindly direct all questions to Customer Service at 623-333-2005.