



200 Riverfront Drive
Marseilles, Illinois 61341
Phone: (815) 795-2133 Fax: (815) 795-6600
www.cityofmarseilles.com

Jim Hollenbeck, Mayor

*Bobby Kaminski, Accounts & Finance
Melissa Small, Public Health & Safety
Mike Scheib, Streets & Improvements
Jim Buckingham, Public Property & Water*

Lesley Hart, City Clerk

*Christina Cantlin, Attorney
Michael Etscheid, Engineer
Dan Lowe, Building/Zoning Inspector
Al Stoudt, Plumbing Inspector*

Cheryl Gray, Asst. City Clerk/Treasurer

Water and Sewer Billing Review Board Dispute Form

Name: _____

Service Address: _____

Mailing Address: _____

Account # _____

Phone: _____

Email: _____

Dispute Information:

The City of Marseilles Water and Sewer Billing Review Board will meet on the First and Third Wednesdays at 1:00pm to seek resolution of dispute over water and sewer billings. You will be responsible for the minimum charge of the water bill until your dispute is resolved by the board. Any additional water and sewer usage will be applied to your next bill. You will receive an email from the City Clerk on what the decision is or go in front of the board to be ruled on. All decisions put forth by this board will be final.

I understand, accept, and agree to the following terms and conditions that apply to The City of Marseilles Water and Sewer Billing Review Board.

Print Name _____

Sign _____

Date _____

Water/Sewer Bill Review Committee – Procedures

1. A customer wishing to file a complaint regarding a disputed water bill will be given the following document explaining the rules and procedures for disputing a charge.
 - a. **COMPLAINT MUST BE FILED BY OWNER OF THE PROPERTY.**
2. Once a complaint is filed, the Water Department will investigate and submit a written report to the Water/Sewer Bill Review Committee.
 - a. Once the Water Department has investigated the complaint, the report and complaint will be passed along to the Committee for review.
3. Once a complaint is filed, a date and time will be determined for the Committee to review the dispute.
 - a. At the meeting, the customer will be given resolution options based on the amount they are contesting (See Below).
 - b. Committee will hear complaint from customer.
 - c. Customer will be asked to leave the room while the Committee discusses the issue at hand.
 - d. Customer will be called back in and given the Committee's decision.
 - e. Letter will be sent to the customer summarizing the meeting and the decision made at said meeting.
 - f. Payment plans may be setup with City Hall.
 - i. One missed payment nullifies the payment plan agreement.
4. Water used is sewer used. Disputes will not be heard over pool filling, lawn and plant watering etc.

Under \$200.00

- Committee can make an adjustment.
- Adjustment will not be less than the average of the lowest three months' bills (Not Minimum) within the last 12 months.
- Only one adjustment can be made per customer per the term of the property ownership. Adjustment will be noted in the billing database.

Over \$200.00

- If customer chooses to dispute, then the meter must be sent in and tested for accuracy.
 - Meter accuracy is determined if it is found to register within 6% of being correct.
- If the meter is found to register within 6%, the bill will not be adjusted, and the customer will be required to pay for the meter testing. The meter testing fee set by the City of Marseilles is \$150.00.
 - Meters found to be damaged/tampered with may include additional fees.
 - Payment plan may be set up with City Hall.
- If the meter is found to measure more than 6% incorrectly, no charge shall be made, and the bill will be adjusted to the average of the lowest three months bills (Not Minimum) within the last 12 months.
 - Meter will be replaced by the Water Department.