



# BILL DISPUTE FORM

***Inquires or complaints on a specific bill must be made 48 hours prior to the due date.  
Failure to pay charges not in dispute may result in water service termination and/or tax assessment of unpaid charges.***

1. This form must be completed by the account holder or an authorized representative.
2. Complete the entire form, including the account information and complaint description. Describe the issue as fully as possible.
3. Attach additional documentation if desired. All additional documentation will be retained by the District.
4. If you would like copies of the additional documentation, please make them before submitting this form. The District will only provide copies of the original form as receipt of the dispute.

## INSTRUCTIONS FOR SUBMITTING THIS FORM

1. You may submit this form in person to the District office.
2. You may fax this form to (760) 745-4235.
3. You may mail this form to the District office located at: 1920 N. Iris Lane, Escondido CA 92026-1318

		\$	
Account Number	Due date of Bill Disputed	Amount Disputed	
Service Address	City	State	Zip
Name (First)	(Last)	Email Address	Daytime Phone
Mailing Address (If different from service address)	City	State	Zip

**Why do you feel the bill is incorrect?**

**(Attached additional sheets as necessary)**

**What specific adjustments to the bill are you requesting?**

*I certify that all statements made on this application are true and correct to the best of my knowledge and belief, and I understand that the making of any willful false statement of material fact herein will subject me to the provisions of the Penal Law relevant to the making and filing of false instruments.*

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Print

\_\_\_\_\_  
Date

**FOR DISTRICT USE ONLY**

Received by: \_\_\_\_\_ Date Received: \_\_\_\_/\_\_\_\_/\_\_\_\_ Date Closed: \_\_\_\_/\_\_\_\_/\_\_\_\_

Response to customer: \_\_\_\_\_

\_\_\_\_\_

## BILL DISPUTE RESOLUTION PROCESS

Information about rates and billing is available on the District Website, [www.rinconwater.org](http://www.rinconwater.org), or by contacting Customer Service at (760) 745-5522, or by visiting the District in person.

You may dispute your bill by filing a dispute 48 hours prior to the due date of the bill. You are advised to pay all water charges during the Dispute Resolution Process. Delinquent charges will continue to accrue until all charges are paid in full.

If you request to have the meter tested, the District will test the meter after receiving a deposit of \$200. If it is found that the meter does not register more than 2% above true registration, the deposit will be retained by the District. If the meter is found to register more than 2% above the registration, another meter will be installed by the District, the deposit will be returned to the customer, and an adjustment of charges will be made to the three previous bills.

Services will not be discontinued during the pending investigation. When a decision has been reached, the customer must pay all charges and penalties by the bill's due date for the bill or seven (7) calendar days from the date of the decision, whichever date is later, to ensure continued service.