

**APPLE VALLEY  
RESOLUTION R-2026-17**

**NOW THEREFORE**, be it ordained by the Council of the Apple Valley, in the State of Utah, as follows:

**SECTION 1:**            **AMENDMENT** “1.04.030 Disputed Bills” of the Apple Valley Water Department is hereby *amended* as follows:

**BEFORE AMENDMENT**

1.04.030 Disputed Bills

A. Disputed Customer Billing:

1. If a customer believes that a bill is incorrect, the billing may be protested in writing only by mail or email. A copy of the envelope providing proof of the postmark must be submitted. Staff will fill out a customer billing protest form.
2. All protests shall be made within fifteen (15) days of the postmark date, or the protest is waived. The time period for allowing protests shall be set forth on the Water Application Agreement and/or monthly statement.
3. Disputed bills shall not be declared delinquent during the time the dispute is unresolved. Upon resolution of the dispute, a new statement showing the revised charges to the customer shall be issued. The payment of said revised charges shall become delinquent fifteen (15) days after the statement date of the new bill. If said charges are not paid, the water service may be terminated as provided in sections 1.04.020.D et seq.
4. Late fees shall not be charged from the time the customer notifies the District of the dispute and the five (5) days after the time the staff makes a determination about classification.
5. In the event that a dispute remains unresolved in excess of thirty (30) days after protest, legal action may be initiated by the Department to resolve the dispute and to collect the lawful amounts due the Department .

B. Procedures for Investigating Customer Billing:

1. Department Staff will schedule a time with the Water Superintendent to manually read the meter.
2. After the meter has been manually read, the Water Superintendent will then make a determination about how to classify the water usage billed as:
  - a. Water used by the customer,
  - b. A water leak, or
  - c. A meter reading error.
3. Billing classified by the Water Superintendent as water used by the customer will result in the Department Staff reversing actions in A(3) and ensuring the customer's account accurately reflects the usage, unless the customer elects to

appeal the Water Superintendent's decision to the Department Board as outlined in section B(6).

4. Billing classified as a water leak can be recalculated to reflect the usage of the same month in the last year.
5. Billing classified as a meter reading error shall be corrected to accurately reflect water usage.
6. Appeal of Water Superintendent's Classification: Customers are permitted to appeal classifications of water usage billed made by the Water Superintendent (as outlined in section B(1)) to the Department Board as follows:
  - a. The customer must fill out an Application to Appear Before the Board of Directors.
  - b. The Department Staff will place the application on the agenda of the next available District regular meeting.

## AFTER AMENDMENT

### 1.04.030 Disputed Bills

#### A. Disputed Customer Billing:

1. If a customer believes that a bill is incorrect, the billing may be protested in writing only by mail or email. A copy of the envelope providing proof of the postmark must be submitted. Staff will fill out a customer billing protest form.
2. All protests shall be made within fifteen (15) days of the postmark date, or the protest is waived. The time period for allowing protests shall be set forth on the Water Application Agreement and/or monthly statement.
3. Disputed bills shall not be declared delinquent during the time the dispute is unresolved. Upon resolution of the dispute, a new statement showing the revised charges to the customer shall be issued. The payment of said revised charges shall become delinquent fifteen (15) days after the statement date of the new bill. If said charges are not paid, the water service may be terminated as provided in sections 1.04.020.D et seq.
4. Late fees shall not be charged from the time the customer notifies the District of the dispute and the five (5) days after the time the staff makes a determination about classification.
5. In the event that a dispute remains unresolved in excess of thirty (30) days after protest, legal action may be initiated by the Department to resolve the dispute and to collect the lawful amounts due the Department .

#### B. Procedures for Investigating Customer Billing:

1. Department Staff will schedule a time with the Water Superintendent to manually read the meter.
2. After the meter has been manually read, the Water Superintendent will then make a determination about how to classify the water usage billed as:
  - a. Water used by the customer,
  - b. A water leak, or
  - c. A meter reading error.

3. Billing classified by the Water Superintendent as water used by the customer will result in the Department Staff reversing actions in A(3) and ensuring the customer's account accurately reflects the usage, unless the customer elects to appeal the Water Superintendent's decision to the Department Board as outlined in section B(6).
4. Billing classified as a water leak is still the responsibility of the customer. In special circumstances the mayor has the authority to offer a one time fifty percent (50%) discount for excessive water bills due to leaks. can be recalculated to reflect the usage of the same month in the last year.
  - a. At the discretion of the Administrative Manager, customers may qualify for a payment plan of up to a six (6) months without penalty fees for leak related charges resulting in high water bills.
5. Billing classified as a meter reading error shall be corrected to accurately reflect water usage.
6. Appeal of Water Superintendent's Classification: Customers are permitted to appeal classifications of water usage billed made by the Water Superintendent (as outlined in section B(1)) to the Department Board as follows:
  - a. The customer must fill out an Application to Appear Before the Board of Directors.
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PASSED AND ADOPTED BY THE APPLE VALLEY COUNCIL

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	<b>AYE</b>	<b>NAY</b>	<b>ABSENT</b>	<b>ABSTAIN</b>
Mayor   Mike Farrar	_____	_____	_____	_____
Council Member   Kevin Sair	_____	_____	_____	_____
Council Member   Annie Spendlove	_____	_____	_____	_____
Council Member   Scott Taylor	_____	_____	_____	_____
Council Member   Richard Palmer	_____	_____	_____	_____

Attest

Presiding Officer

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Jenna Vizcardo, Town Clerk, Apple  
Valley

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Michael Farrar, Mayor, Apple Valley