ACCOUNT REVIEW REQUEST CHECKLIST

It is the responsibility of the customer to provide the GNHWPCA with the necessary information and documentation in order for the Review Committee to complete the evaluation/review of the account.

Note: This checklist does not need to be returned to GNHWPCA. It is intended for the customer's use only.

Failure to provide all the necessary information will result in the form being returned to the customer. The review will not be scheduled until all the information is received.

Required Supporting Documentation Checklist:

All Requests:

- **Copies of Regional Water Authority Bills (a minimum of 4 bills is required) (Must be actual reads only, estimates will not be accepted)**

- **Copies of Regional Water Authority Corrected Bills (If applicable)**

Meter Removal:

a) Written verification from RWA that meter has been removed, including removal date

Leaks:

a) Copies of Regional Water Authority Waste Adjustments
b) Copies of Repair Bills, Plumber Invoices, etc.

Fires:

a) Copies of Fire/Building Inspector's Report
b) Insurance Report

New Property Ownership:

a) Copy of closing settlement statement
b) Copy of Recorded Warranty or Quit Claim Deed

Irrigation/Evaporation/Chiller Credits:

a) Auxiliary Meter Reading Reports
b) Proof of irrigation system (Company invoice)

Pool/Skating Rink Credits:

a) Actual Meter Reading before and after filling
b) Formal written request accompanied by documentation that water is not returned to the sanitary sewer.

❖ **Please note that no adjustments will be granted for vacancies. As long as a water meter exists on the premises, the GNHWPCA will continue to assess sewer use charges.**

GREATER NEW HAVEN WATER POLLUTION AUTHORITY
260 East St - New Haven, CT 06511

CUSTOMER RIGHTS

A. BILLING INQUIRIES

1) It is always your right as a customer to question a bill. Any customer who has a question or complaint or who disputes all or part of a sewer use bill should contact a customer service representative either by mail or by calling (203)776-3570.
2) If this does not resolve the problem the customer may ask a GNHWPCA Review Officer to consider the problem. Such a request must be made in writing within 10 days after the GNHWPCA is initially notified of the problem as described in paragraph A.1 above. A Review Officer will be an employee of the GNHWPCA.
3) The GNHWPCA Review Officer will investigate the customer's concern and send a decision to the customer in writing within 30 days after the request is received by the GNHWPCA Review Officer as described in paragraph A.2 above.
4) The investigation will include, but not be limited to, review of the customer's past and current information on water use and sewer use billings, analysis of the past and current patterns of water use, follow up where water leaks are suspected and coordination with the Regional Water Authority when the accuracy of a water meter reading is in question.
5) If the problem remains unresolved after receipt of the written decision from the GNHWPCA
Review Officer, the Customer has 10 days to request in writing a further review by the GNHWPCA Board of Directors.
6) The GNHWPCA Board of Directors will investigate the customer's problem and send its decision to the customer in writing within 5 days after its next regular monthly meeting following receipt of the request as described in paragraph A.4 above.
7) During the time which a billing appeal is in process in accordance with the above procedures, the customer is required to pay the disputed amount of past due bills and to pay on a current basis the disputed amount of all future bills.

B. OTHER INQUIRES

1) If a customer has any questions or concerns related to any aspects of his/her sewer use services other than billing issues, he/she should contact a customer service representative by calling (203)776-3570.
2) If the customer is not satisfied with the results of this initial contact, he/she may ask to be directed upward through the various levels of management.

C. RIGHT TO REQUEST INFORMATION ON RATES AND CHARGES

Each customer has the right to request a copy of the GNHWPCA'S current schedule of rates and charges. In addition, information regarding the calculation of the appropriate sewer use billing amount is also available by calling (203)776-3570.

ACCOUNT REVIEW REQUEST FORM

GNHWPCA is committed to providing our customers complete and detailed information regarding account billing and activity. In order for us to better serve you, this form must be completed in its entirety and returned to us by fax, email, or standard U.S. mail.

A GNHWPCA Review Officer will investigate the customer's concern and send a decision to the customer in writing within 30 days after the request is received by the GNHWPCA Customer Service Department.

Disclaimer: Please note that this review process does not extend payment due dates, nor does it prevent collections activity. Accounts under review and/or in dispute are subject to standard payment guidelines (refer to Customer Rights, which can be found at www.gnhwpca.com if not included with this package). This review process does not guarantee account adjustments.

Today's Date:	Account Number:	Bill Date:
Name::	Phone:	eMail:

Service Address:

Mailing Address:
(If different from Service Address)

Reason for review (please describe concern and attach copies of any supporting documents):

Requestor's Information—

Signature: Phone:

Printed: eMail:

Please remit by either:

GNHWPCA Attn: Customer Service Department 260 East St New Haven, CT 06511	Fax— 203-776-2196	eMail— customerservice@gnhwpca.com

U.S. mail—