

REQUEST TO DISPUTE ACCURACY OF BILL (vers 3/17/16)

As allowed by the Columbus Light and Water Rules and Regulations (Section 26), I hereby wish to dispute the accuracy of my most recent bill. I have been given a copy of the Due Process Procedures for Disputed Bills and I fully understand the options available to me. Furthermore, **I realize that the disputed bill must be paid by the dates shown below to avoid penalties and/or disconnection and that any subsequent adjustments resulting from this request will be made to my account upon closure of this request. If necessary for resolution of this dispute, I agree to pay the applicable fee as published in the fee schedule.**



RETURN COMPLETED FORM TO COLUMBUS LIGHT AND WATER, CUSTOMER SERVICE DEPARTMENT.

CUSTOMER NAME ON BILL: _____ Phone: _____

SERVICE ADDRESS: _____ email: _____

LOCATION NUMBER: _____ CUSTOMER NUMBER: _____

LAST DATE TO PAY TO AVOID: PENALTY _____ DISCONNECTION _____

METER READING DATE OF DISPUTED BILL: _____

CURRENT CHARGES SHOWING ON THIS BILL: \$ _____

CUSTOMER SIGNATURE

DATE

DETAILS OF DISPUTED AMOUNTS

	<i>ELECTRIC</i>	<i>WATER</i>	<i>GARBAGE</i>
PRESENT READING appears excessive	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
OTHER ISSUE: Check a box & explain below	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

FOR COLUMBUS LIGHT & WATER USE ONLY	<i>ELECTRIC</i>	<i>WATER</i>
Meter number	_____	_____
Read CURRENT (date _____)	_____	_____
Read PRIOR (date _____)	_____	_____
Days since PRIOR reading	_____	_____
Usage since PRIOR reading	_____	_____
Customer not at home <input type="checkbox"/>	no flow detected <input type="checkbox"/>	
Flow detected—possible leak in house <input type="checkbox"/>		
Water in yard – possible leak outside <input type="checkbox"/>	Meter Reader Signature _____	

CUSTOMER SERVICE REPRESENTATIVE	<input type="checkbox"/> Poll this water meter
<input type="checkbox"/> Pull and check water-electric meter (circle one)	<input type="checkbox"/> is within tolerance (apply fee) <input type="checkbox"/> is outside of tolerance
Based on subsequent readings and/or calibration tests, an adjustment <input type="checkbox"/> is <input type="checkbox"/> is not required.	
RESOLUTION: _____	
CSR SUPERVISOR SIGNATURE _____	

TVA Complaint Resolution Process

TVA provides regulatory oversight for your local power company's rates and service practices.

If you have an issue or complaint that you have not been able to resolve with your local power company after following their Due Process for Disputed Bills process, TVA's Complaint Resolution Process may be able to help.

There are three ways to begin the process:



www.tva.com/complaintresolution



complaintresolution@tva.gov



1-888-289-8409