



## WATER ACCOUNT DISPUTE PROCEDURES

### Initial Inquiries – First Step

If you encounter or suspect a problem with your bill, do not hesitate to contact our Customer Support Center. Our dedicated Customer Support Representatives will be happy to answer any questions you may have. All Customer Support staff have been trained and are well versed in MPWC policy and procedure, and will work with you to reach a mutually agreeable resolution. The MPWC is highly focused on customer satisfaction and takes great pride in providing the highest level of customer service to all residents, businesses and neighbors in our service area. If you are unable to resolve your billing or service concerns with the assistance of our Customer Support staff, you may submit a request for a formal dispute.

### Placing an Account into Dispute

Billing concerns or disputes that are unable to be resolved to the mutual satisfaction of both the customer and the MPWC **Customer Support Representatives** will be elevated to the Customer Service Director. Please be aware that any **actions taken regarding** a water account needs to be well documented and tracked. As such, the MPWC requests that you put your dispute in writing, to the attention of the Customer Service Director. Include the following information:

- Name
- MPWC Water Account Number
- Property Address
- Mailing Address (if different from property address)
- Phone number and/or email address

Please be specific in your request. For example, if you're seeking a billing adjustment, please state why and indicate your expectation for resolution.

Once an account is placed into dispute, interest and penalties will cease to accrue and the account will not be in danger of service termination until a resolution has been reached. Accounts in dispute will, however, continue to be billed for water usage according to the regular, quarterly billing schedule.

Each dispute will be thoroughly reviewed/investigated by the Customer Service Director. You will then be contacted to discuss. Regardless of the outcome of any discussion, you will also receive a formal response in writing, documenting the conversation, and the MPWC's position and decision.

### Dispute Escalation

If you fail to reach a mutually agreeable resolution with the Customer Service Director, your dispute will be elevated to the Chief Operating Officer. The C.O.O. will review your dispute file with the Customer Service Director and you will be contacted directly. Every effort will be made to reach a satisfactory resolution. And again, you will receive a formal response at the conclusion of the C.O.O.'s investigation.



**MPWC**

**MERCHANTVILLE-PENNSAUKEN WATER COMMISSION**

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### **Outcome Appeal**

If you are still not satisfied with the MPWC's position, you may make a request directly to the C.O.O. to have your dispute added to the agenda of the MPWC's monthly public business meeting so that you may plead your case to the Commissioners of the Merchantville-Pennsauken Water Commission.

### **Commission Appeal**

The Commission meets on the 2<sup>nd</sup> Thursday of every month at 4:00 PM in the G. Burton German Board Room of our Westfield Avenue headquarters. When the meeting is opened to the public, you will be given an opportunity to speak regarding your dispute. **If you are unable to attend the meeting you must notify the Customer Support Center of your inability to be present. If you fail to appear or to notify the MPWC in advance, the Commission retains the discretion to review the dispute and determine the outcome. They will then direct staff accordingly.** Any decision/ruling by the Commissioners **will be** final.

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