

## Billing Disputes

Inquiries or complaints on a specific utility bill must be made prior to the due date. Utility bill complaints are filed with the Utility Billing Division. Complaints may be filed via mail, phone or in person. Bills in dispute are still subject to penalty and/or disconnection for non-payment. If the review of the dispute results in an adjustment to the bill, the adjustment will appear as a credit on the account. To file a complaint via mail, send complaint (prior to the due date of the bill) to:

City of Xenia Utility Billing  
101 N. Detroit Street  
Xenia, OH 45385-2996

To file a complaint via phone, call the Utility Billing office (prior to the due date of the bill) at 937-376-7242. To file a complaint in person (prior to the due date of the bill), come to the Utility Billing office on the 1<sup>st</sup> floor of City Hall, 101 Detroit Street, Xenia, OH 45385 between 9 AM and 5 PM, Monday through Friday (except recognized holidays). Your complaint should include specific information about why the billing is incorrect.

NOTE: Failure to receive a bill that was mailed to the current mailing address on file for the account does not waive obligation to pay same when due.

If the dispute is not resolved by the Utility Billing Division, the customer may complete a Billing Dispute Form. Billing Dispute Forms should only be used for consumption issues after meter readings have been verified, an inspection for leaks has not shown any water leaks and a meter test has been performed.

The Billing Dispute Form will be given to the A/R Manager for initial review. Disputes concerning penalties, fees or charges within 50% of the previous 12 months average charge will be reviewed by the A/R Manager for possible adjustment. The A/R Manager will notify the customer of his/her decision by mail. Disputes that do not meet these criteria will be given to the City Manager for review. The City Manager will notify the A/R Manager of the results of his/her review and the A/R Manager will notify the customer of the City Manager's decision by mail.

If the A/R Manager or City Manager does not determine that an adjustment should be made or if the customer is not satisfied with the proposed adjustment, the customer may request in writing within 15 days of the notice of the proposed adjustment (or lack thereof) that the decision be appealed with the Utility Billing Appeals Committee. The imposition of penalty or fees as prescribed in the codified ordinance of the Municipality or the Rules and Regulations cannot be the sole basis for an appeal. The Appeals Committee will consist of the three (3) appointed officials (City Manager, Law Director and Finance Director) or their representatives. The Appeals Committee will meet within 30 days of the customer's request for appeal and notify the customer and A/R Manager of their decision in writing.

In the case of a landlord/tenant dispute related to unpaid utility bills for a previous tenant or the property owner, the tenant currently occupying the premises may avoid service disconnection by depositing rent with the Xenia Municipal Court pursuant to Ohio Revised Code (ORC) §5321.07 through 5321.08 based upon the failure of the owner of the premises to pay water, sewer, sanitation and storm water service charges. This ORC section does not apply to any landlord who is a party to rental agreements that cover three or fewer dwelling units and who provides notice of that fact in a written rental agreement or, in the case of an oral tenancy, delivers written notice of that fact to the tenant at the time of initial occupancy by the tenant.