



ALBANY WATER BOARD BILL REVIEW COMMITTEE

COMPLAINT FORM

1. Name of owner or owners of property: _____
Mailing address : _____
Home phone number: _____ Daytime phone number: _____
2. Name, address and telephone number of representative of owner, if representative is filing application or will represent owner at a review meeting:

3. Account number as it appears on the water bill: _____
4. Location of property if different than owners address: _____
5. Type of Property: Residential Commercial Industrial Vacant Land Other

GROUND FOR COMPLAINT

Briefly state below the grounds or basis upon which you believe the water charges and/or sewer charges are incorrect. Attach additional sheets if necessary.

I certify that all statements made on this application are true and correct to the best of my knowledge and belief, and I understand that the making of any willful false statement of material fact herein will subject me to the provisions of the Penal Law relevant to the making and filing of false instruments.

Signature of Owner

Signature of Representative

Date

Owner please check here to indicate your approval of the above representative

Submit completed complaint form to the City Clerk, City Hall, Room 202, Albany, New York 12207 (518) 434-5090.

ALBANY WATER BILL REVIEW COMMITTEE

General Information and Filing Requirements for Complaints on Water Charges

Pursuant to Ordinance 19.31.98 of the City of Albany, New York any person aggrieved by a bill for water consumption and/or sewer charges may file a complaint with the Albany Water Bill Review Committee. You may complete the complaint yourself, or your representative or attorney may complete it for you. You must sign the complaint.

The only bill that may be reviewed is the most recently issued bill for water charges and/or sewer charges by the Albany Water Board. A separate complaint should be filed for each separately billed parcel.

The Albany Water Review Committee meets on the last Thursday of each month or by special notice of the City Clerk.

Complaint Procedures

1. Complaints with respect to water bills must be filed with the City Clerk within 30 days of the date of the bill.
2. Complete and sign the written complaint form. Attach a copy of your water bill, any supporting statements, records or other relevant information to support your complaint. Keep copies of all your documents.
3. Mail or personally deliver the completed complaint form to the City Clerk's Office, Room 202 - City Hall, Albany, NY 12207.
4. You will be notified of the time, date and place at which the Albany Water Bill Review Committee will meet to consider your complaint.
5. On the designated date, the Albany Water Bill Review Committee will consider your complaint. You or your representative may appear personally before the Board to support the statements contained in the complaint and attachments. We will notify you of any meeting cancellation or changes, at the phone numbers you provide on the front of this form.
6. Pursuant to LL#4-1988, the final disposition of all water bill review cases rests with the Albany Water Board, which will notify you of the disposition of your complaint.