



City of Morgan Hill  
Utility Billing Department  
17575 Peak Ave., Ste#100  
Morgan Hill, CA 95037  
**Phone: (408) 779-7221**  
**Fax: (408) 778-1564**

## **Utility Billing Appeal Process:**

Account holders wishing to appeal the billing charges on their utility bill can follow the steps below.

### **Contact Customer Service**

Account holders with questions about charges on their utility bills have the right to contact Customer Service for clarification or correction of charges. Representatives are available Monday-Friday 8:00 a.m. - 5:00 p.m. over the phone at 408-779-7221 (option #3) or via email at [utilitybilling@morganhill.ca.gov](mailto:utilitybilling@morganhill.ca.gov).

### **Appeal Your Bill**

If the questions are not resolved by Customer Service Representatives, account-holders may submit a formal appeal to the Finance Director.

An account holder who desires to dispute the accuracy of a bill, may submit a completed appeal form no later than 20 days from the date of the original bill. The appeal form may be submitted by US mail or email.

**City of Morgan Hill  
Finance Director  
17575 Peak Avenue  
Morgan Hill, CA 95037**

**Email: [utilitybilling@morganhill.ca.gov](mailto:utilitybilling@morganhill.ca.gov)**

All appeals are reviewed by the Finance Director. Once the review is complete, you will receive notification of results from the Finance Department. If an account holder disagrees with the decision of the Finance Director, the account holder may appeal in writing to the City Manager by filing with the city clerk a written notice of such appeal, setting forth the specific grounds thereof. All decisions of the City Manager will be final.



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## Utility Bill Appeal Form

### *Account Holder Information*

Name on Account: \_\_\_\_\_

Account Number: \_\_\_\_\_ Contact Phone No#:\_\_\_\_\_

Service Address: \_\_\_\_\_ Email Address:\_\_\_\_\_

### *Appeal Information*

Date of Bill: \_\_\_\_\_ Dollar Amount: \_\_\_\_\_

**Briefly state the grounds or basis upon which you believe the charges on your utility bill are incorrect. Attach additional sheets or documentation, if necessary:**

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**PLEASE NOTE:** This form must be completed in its entirety. Upon receipt to the department, a courtesy hold will be placed on the account for the billing charges in dispute only. Completion of this form does not guarantee an adjustment will be made to your account. All appeals are reviewed by the Finance Director. Once the review is complete, you will receive notification of results from the Finance Department.

***By signing this application for appeal, the account holder understands and agrees to the criteria for appeal and will contact Customer Service to make payment arrangements on the open balance on the account if needed.***

Date Submitted

Signature (No digital signatures accepted)

**For Office Use Only:**

Additional documentation Received: Yes \_\_\_\_\_ or No \_\_\_\_\_

Date Received: \_\_\_\_\_

Amount of Bill: \_\_\_\_\_

Balance on Account: \_\_\_\_\_

Decision \_\_\_\_\_ Date \_\_\_\_\_