



CITY OF REDMOND
Central Services

411 SW 9th Street
Redmond, OR 97756

(541) 923-7765
Fax: (541) 548-7149
utility_billing@ci.redmond.or.us
www.ci.redmond.or.us

Utility Billing Dispute Form

You may question the basis for one or more of the charges shown on your bill. For an explanation of charges you may either call 541-923-7765 or mail your questions to: *City of Redmond, Utility Billing Office 411 SW 9th Street, Redmond, OR 97756.*

If after explanation the charges are still disputed, you must notify the Utility Billing Office in writing, stating the factual reasons and the disputed amounts (below). The complaint and any payments pertaining to the dispute must be sent to: *City of Redmond, Utility Billing Office 411 SW 9th Street, Redmond, OR 97756.*

Failure to pay any charges not in dispute may result in water turn-off for delinquency of unpaid charges.

Instructions:	<ol style="list-style-type: none">1. The complaint must be filed within fifteen (15) days before of the due date of the bill being disputed.2. The complaint shall state the specific disputed item(s) on the bill and reason(s) for the dispute. Failure to complete any item below may cause your complaint not to be investigated, and may result in water shut-off for delinquency of unpaid charges.3. Attach copies of bills or other documents.4. If more space is needed use reverse side.5. Your complaint will be investigated/reviewed by the Utility Billing Review Panel. (The Utility Billing Review Panel is appointed by the City Manager or City Manager designee)6. The Utility Billing Review Panel meets the first Wednesday of every month.7. For further information, call 541-923-7765
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Name	Contact Phone Number
Mailing Address	City, State, Zip
Account Number	Service Address

Complaint is for (check all that apply): <ul style="list-style-type: none"> <input type="radio"/> Water charges <input type="radio"/> Sewer charges <input type="radio"/> \$45 reconnection fee (1 per calendar yr) <input type="radio"/> Stormwater charges <input type="radio"/> Garbage issues will be reviewed by High Country Disposal 	Bill date(s) on statement(s): <ul style="list-style-type: none"> • _____ • _____ • _____ • _____ 	Amount(s) disputed required: <p>\$ _____</p> <p>\$ _____</p> <p>\$ _____</p> <p>\$ _____</p> <p>\$ _____ total</p>
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Complaint/Issue:

Requested Action:
