



An EWEB Account Holder in disagreement with a utility bill, supplemental charge or fee, demand notice, or other charge has the right to file an appeal with the EWEB Appeals Committee. On all collection notices, the Account Holder will be notified in writing of the right to appeal, as required by law. The Appeals Committee may also consider appeals for water usage or service installation during mandatory curtailment declarations.

The Appeals Committee is designated to consider each appeal including information and facts around the appeal, and to render a final decision. Following a review of the facts and circumstances relevant to the appeal, the Appeals Committee will provide a written response with its decision to the Account Holder within thirty (30) calendar days from EWEB's receipt of the signed and dated appeal form.

Pending resolution of the appeal, the obligation to pay undisputed and subsequent charges continues. The EWEB service(s) under appeal will continue during the appeal process provided that:

- No evidence of Fraud, Tampering or Diversion is discovered
- A Legitimate and Valid appeal exists in which the facts asserted support continued service
- Service has not already been disconnected

If an Account Holder fails to accept or comply with the Appeals Committee's decision, EWEB may proceed with immediate collection efforts without further notice including, but not limited to, disconnection of the Utility Service. The written decision of the Appeals Committee is final when issued.

Appeal forms are available on EWEB's website and upon request from EWEB's Customer Service staff. Appeals are only viable and considered when submitted in writing, signed and dated, by the Account Holder or their Authorized Agent.

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|------------------------------------|-------------------|
| <b>FOR EWEB USE ONLY:</b>          |                   |
| <input type="checkbox"/> Mailed    | Rep_____Date_____ |
| <input type="checkbox"/> Picked up |                   |
| <input type="checkbox"/> Website   |                   |
| <input type="checkbox"/> Received  | Rep_____Date_____ |