

REQUEST TO DISPUTE ACCURACY OF BILL (vers 3/5/2020)

As allowed by the Columbus Light and Water Rules and Regulations (Section 26), I hereby wish to dispute the accuracy of my most recent bill. I have been given a copy of the Due Process Procedures for Disputed Bills and I fully understand the options available to me. Furthermore, I realize that the disputed bill must be paid by the dates shown below to avoid penalties and/or disconnection and that any subsequent adjustments resulting from this request will be made to my account upon closure of this request. If necessary for resolution of this dispute, I agree to pay the applicable fee as published in the fee schedule.



RETURN COMPLETED FORM TO COLUMBUS LIGHT AND WATER, CUSTOMER SERVICE DEPARTMENT

CUSTOMER NAME ON BILL (1) _____ Phone: _____

SERVICE ADDRESS: (2) _____ email: _____

LOCATION NUMBER: (3) _____ CUSTOMER NUMBER: (4) _____

LAST DATE TO PAY TO AVOID: PENALTY (5) _____ DISCONNECTION (6) _____

METER READING DATE OF DISPUTED BILL: (7) _____

CURRENT CHARGES SHOWING ON THIS BILL (8) \$ _____

CUSTOMER SIGNATURE

DATE

DETAILS OF DISPUTED AMOUNTS

	<i>ELECTRIC</i>	<i>WATER</i>	<i>GARBAGE</i>
PRESENT READING appears excessive	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
OTHER ISSUE: Check a box & explain below	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

FOR COLUMBUS LIGHT & WATER USE ONLY

	<i>ELECTRIC</i>	<i>WATER</i>
Meter number	<input type="text"/>	<input type="text"/>
Read CURRENT (date _____)	<input type="text"/>	<input type="text"/>
Read PRIOR (date _____)	<input type="text"/>	<input type="text"/>
Days since PRIOR reading	<input type="text"/>	<input type="text"/>
Usage since PRIOR reading	<input type="text"/>	<input type="text"/>
Customer not at home <input type="checkbox"/>	no flow detected <input type="checkbox"/>	
Flow detected—possible leak in house <input type="checkbox"/>		
Water in yard – possible leak outside <input type="checkbox"/>	Meter Reader Signature _____	

CUSTOMER SERVICE REPRESENTATIVE

Poll this water meter

Pull and check water-electric meter (circle one) is within tolerance (apply fee) is outside of tolerance

Based on subsequent readings and/or calibration tests, an adjustment is is not required.

RESOLUTION: _____

CSR SUPERVISOR SIGNATURE

TVA Complaint Resolution Process

TVA provides regulatory oversight for your local power company's rates and service practices.

If you have an issue or complaint that you have not been able to resolve with your local power company after following their Due Process for Disputed Bills process, TVA's Complaint Resolution Process may be able to help.

There are three ways to begin the process:



www.tva.com/complaintresolution



complaintresolution@tva.gov



1-888-289-8409

INSTRUCTIONS FOR COMPLETING THE REQUEST TO DISPUTE ACCURACY OF BILL FORM

You will need information from the disputed bill to complete the form. Numbers referenced in these instructions correspond to numbers on the dispute form and identify location on the bill of the information needed.

LOCATION: 3	CUSTOMER: 4
CUSTOMER NAME:	1
SERVICE ADDRESS:	2
METER READING DATE:	7
DAYS BILLED:	
DATE BILLED:	
STATEMENT NO.:	

Please pay by the DUE DATE of 5 to avoid forfeiting discounts. If this bill remains unpaid by 6, your service may be discontinued. If you have questions about your bill, please contact one of our Customer Service Representatives PRIOR to the DUE DATE on your bill. Disputed bills must be paid by the DUE DATE shown. Subsequent adjustments will appear on later bills



Columbus Light and Water Department
420 4th Avenue South
Columbus, MS 39703

Office: 662-328-7192 Fax: 662-243-7407 Emergency: 662-243-7440

SERVICE	PRESENT READING	PREVIOUS READING	AMOUNT USED	AMOUNT
ELECTRIC (KILOWATT HOURS)				
SEWER				
WATER				
GARBAGE				
TOTAL CURRENT CHARGES			8	
BALANCE FORWARD (PAST DUE) DISCONNECT PENDING				
BUDGET BILLING Y-T-D DIFFERENCE <small>Minus sign indicates a credit on your behalf</small>				
AMOUNT FROM PREVIOUS BILL	LATE CHARGES ADDED	PAYMENTS & ADJUSTMENTS	OTHER DEBITS/CREDITS	BALANCE FORWARD (PAST DUE)
				NET AMOUNT DUE