

## **Complaint procedure:**

### Customer complaint

Complaints shall include those relating to availability of service, quality of service, adjustment of bills, and all complaints of any nature concerning the services provided and the charge for the services. Water quality issues are handled by the Division of Water Supply in the Tennessee Department of Environment and Conservation. Complaints also include the justness and reasonableness of fees, charges and requirements of systems built and dedicated to the district.

If you have a complaint against a utility district, you must first take that complaint to the Board of Commissioners of the utility district at a regularly scheduled board meeting

Any decision of the Board of Commissioners relative to your specific complaint may be appealed to the UMRB in writing within thirty (30) days of the district decision.

The UMRB's responsibility is to determine if the district considered and resolved the complaint in accordance with the rules and regulations of the district. The reasonableness of a policy is only considered in the case of systems built by someone else and dedicated to the district.

### Rate review

(This is a request to review the rates of a district)

A petition must be signed by ten percent (10%) of the customers of the district. The signature must be from the person listed on the account at the district office.

The alternative method for a rate review is for a single water customer to file with the commissioners of the district a protest, giving reason why, in the opinion of the water user, the rate(s) published in the required annual report are too high or too low. After review by the commissioners, an appeal may be made to the UMRB by written request within thirty (30) days of the decision of the board of commissioners.