

City of Mountain Park Utilities System Appeals Process – Leak Adjustment Credits

When customers request leak adjustments on their bills, the Deputy City Clerk reviews each request and makes decisions based on the Leak Adjustment Credit Policy approved by the Council of The City of Mountain Park. When these requests are denied, the customer may submit an appeal in writing, which is reviewed by Council. The Deputy City Clerk will submit any Leak Adjustment requests which are not addressed in the policy to Council for review.

When requests are received, they are routed through the Deputy City Clerk, who logs them. The Deputy City Clerk gathers all pertinent information and completes a Leak Adjustment Request form for each request. The Maintenance Staff may need to do a meter test and/or reread the meter which will be noted on the paperwork.

If a decision needs to be made by Council, the customer will be invited to attend the Council Work Session for that month. The Deputy City Clerk will provide Council with Leak Adjustment Request as well as notes and Account History. Once Council has made a decision, the customer will be notified in writing.