



City of Santa Cruz

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PRESS RELEASE

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WATER ALLOTMENT PENALTIES MAY BE REVIEWED

All customers of the Santa Cruz Municipal Utilities who receive penalty billings for exceeding their water allotment and ^{who} believe that the penalty is incorrect or unjustified can have their penalty billing reviewed for possible adjustment. In order for penalties to be effectively reviewed, customers need to comply with the following procedures:

1. A Penalty Billing Adjustment Request form must be filled out. It can be obtained in room 105 at City Hall. Forms must be picked up in person, except in cases of hardship.
2. When the form has been completed with all required information and any supporting material which a customer may have, the form should be returned to Rm. 105, City Hall.
3. All completed Penalty Billing Adjustment Requests will be reviewed and customers will be notified of determinations regarding the request or contacted if a personal appointment appears necessary.

According to Traci Bliss, Water Conservation Coordinator, if all customers seeking a penalty review follow these procedures and do so as soon as possible, the Water Department will be able to process the request quickly and assist customers in possibly avoiding future penalties.

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