

# Triunfo Sanitation District

**Oak Park Water – Request for Billing/Payment Review**

**Date:** \_\_\_\_\_

Section 7 C of TSD Ordinance No. TSD-37 states – Any customer, residential as well as non residential, who has initiated a billing complaint or requested an investigation within five days of receiving a disputed bill or who has, before discontinuance of service, made a request for extension of the payment period of the bill asserted to be beyond the means of the customer to pay in full within the normal period for payment, shall not have residential water service discontinued for nonpayment during the pendency of an investigation by the utility of such customer complaint or request and shall be given an opportunity for review of the complaint, investigation or request by the Oak Park Water Service Finance Director. The review shall include consideration of whether or not a residential customer shall be permitted to make payments of the unpaid balance of the delinquent account over a reasonable period of time, not to exceed 6 months. Such services shall not be discontinued for nonpayment for any customer complying with an installment payment agreement entered into with the utility, provided the customer also keeps current his/her account for water service as charges accrue in each subsequent billing period. If a residential customer fails to comply with an installment payment agreement, the utility will give a 10-day discontinuance of service notice before discontinuing such service, but such notice shall not entitle the customer to further investigation by the utility.

Please complete this form in full, sign and return to Oak Park Water, Customer Service, 1001 Partridge Drive, Suite 150, Ventura CA 93003 or email to [dianerodriguez@vrds.com](mailto:dianerodriguez@vrds.com).

Customer Name: \_\_\_\_\_ Acct No: \_\_\_\_\_

Address: \_\_\_\_\_

Home Phone: \_\_\_\_\_ Work Phone: \_\_\_\_\_

Please check the appropriate box below

Disputed Charge  Billing Review  Payment Extension

Amount in Dispute \$ \_\_\_\_\_

Please provide a brief explanation of the reasons for this request.

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Customer Signature: \_\_\_\_\_

Internal Use Only

<b>Fiscal Manager Signature</b>	<b>Approve</b> <input type="checkbox"/>	<b>Disapprove</b> <input type="checkbox"/>
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