

Water Board President Gary Antonucci sponsored the following resolution and moved for its adoption:

RESOLUTION NO. 2023-18

RESOLUTION ADOPTING A POLICY TO BE USED IN THE EVENT OF COMPLAINTS/ DISPUTES OF BILLS FOR WATER CONSUMPTION.

WHEREAS, the Board of Water Commissioners wishes to create a formal written policy in the event that any person aggrieved by a Water Bill may file a complaint with the Water Board.

WHEREAS, the Board of Water Commissioners wishes to set a policy for City Water customers for filing complaints or disputes for their Water consumption.

NOW THEREFORE, be it hereby

RESOLVED, that the Board of Water Commissioner's adopts the following policy to be used in the event that a customer/resident wishes to file a complaint or dispute for the Water Portion of their Water Bill. With said policy to become effective January 1, 2024.

- 1) Complaints with respect to the Water Portion of Water Bills must be filed with the Clerk of the Water Board within 30 days of the date of the bill.
- 2) Complaints with respect to the Sewer Portion of Water Bills must be filed with the Clerk of the Water Board within 30 days of the date of the bill pursuant to rules issued by the Gloversville/Johnstown Joint Sewer Board.
- 3) Anyone wishing to file a complaint must complete and sign the Gloversville Water Department's official written complaint form, attach a copy of the Water Bill being disputed, and attach any supporting statements, records or other relevant information to support their dispute or complaint.
- 4) Completed and signed complaint forms shall be mailed or personally delivered to the Clerk of the Water Board at the Gloversville Water Works office located at 67-73 South Main Street, Gloversville, NY
- 5) On the designated Board Meeting date, the Gloversville Board of Water Commissioner's will consider disputes/complaints where customer's or their representatives may appear personally before the Board to support the statements contained in the complaint and attachments.
- 6) The final disposition of all Water Bill review cases rests with the Gloversville Board of Water Commissioners, which will notify customer's of the disposition of their complaints.

A motion was made by Commissioner Capano seconded by Commissioner White , that the above resolution be adopted.

Votes Taken:

	<u>Yes</u>	<u>No</u>
Commissioner Antonucci	X	
Commissioner Capano	X	
Commissioner Isabella	X	
Commissioner White	X	
Commissioner Chittenden	X	

Adopted : October 10, 2023
