

## Utility Billing Dispute Form

You may question the basis for one or more of the charges shown on your bill. For an explanation of charges please call (612) 673-1114.

If after explanation you still want to dispute the charges, you must notify Utility Billing in writing, stating the factual reasons and the disputed amounts (below). The complaint and any payments pertaining to the dispute must be sent to: *City of Minneapolis, Utility Billing/Attention: Disputes, 505 Fourth Ave. S., Room 620B, Minneapolis, MN 55415-1345*. You can also fax your dispute to: Attention Dispute Desk at 612-426-4760 or e-mail it to: [UBDisputes@minneapolismn.gov](mailto:UBDisputes@minneapolismn.gov). Failure to pay any charges not in dispute may result in water turn-off for delinquency and/or tax assessment of unpaid charges.

<b>Instructions:</b>	<ol style="list-style-type: none"> <li><b>1.</b> The complaint must be filed within forty-five (45) days of the due date of the bill being disputed.</li> <li><b>2.</b> The complaint shall state the specific disputed item(s) on the bill and reasons for the dispute. Failure to complete any item below may cause your complaint not to be investigated, and may result in water turn-off for delinquency and/or tax assessment of unpaid charges.</li> <li><b>3.</b> Attach copies of bills or other documents.</li> <li><b>4.</b> If more space is needed use reverse side.</li> <li><b>5.</b> Your complaint will be investigated by Utility Billing</li> <li><b>6.</b> For further information, call (612) 673-1114</li> </ol>
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Name	Phone
E-mail Address	
Mailing Address	City, Zip
Account Number	Property Address
Bill date(s) on statement(s): _____ _____	Amount(s) disputed (required): \$ _____ \$ _____ \$ _____ TOTAL

Reason(s) for dispute:

Have you tried previously to resolve this matter with Utility Billing? If yes, what was the result?

Signature	Date
<b>Utility Billing Use Only:</b>	<b>Received by Supervisor:</b>
	<b>Date received:</b> ____/____/____