

City of Bulverde Water Utility Billing Dispute Process

Customers of Water Utility Companies under City jurisdiction (operating within the City Limits) may file complaints with the City if they believe that they have been billed incorrectly. In order to file a complaint, the customer must file the appropriate form and follow the process outlined below.

Bill Dispute Process

1. Prior to filing a complaint with the City, the customer must provide the utility with written notice detailing their dispute and pay an amount equal to the customer's average bill for the past 12 months. (16 TAC § 24.87(l)). This will avoid disconnection while the dispute is resolved.
2. The utility must review by the customer's complaint and make a determination on its opinion of the validity of the complaint. Services may not be disconnected during the review. (16 TAC § 24.82)
3. If the customer is not satisfied with the Utility's determination, the customer can then initiate the complaint process with the City (16 TAC 24.81):
 1. Utility must promptly conduct investigation and report finding to customer
 2. If the customer is not satisfied, they can initiate a complaint process with the City
 3. The city sends the complaint to the utility on behalf of the customer.
 4. The utility must respond within 15 days. The City will require a written response to the customer and the City.
 5. The city can require the water to remain on or be restored.
 6. Complaints must be handled informally before they can be handled formally. (16 TAC § 22.242(c))
 7. Informal complaints are handled by staff and should be resolved within 35 days. (16 TAC § 22.242(d))
 8. If the matter has not been resolved to the customers satisfaction, they must then submit a formal complaint to the City. (16 TAC § 22.242(d))
 9. A formal complaint is handled like an administrative law proceeding before the City Council – docketing, evidence, discovery, etc. (16 TAC § 22.242(g))
4. If there has been tampering or diversion of metering devices, it is presumed reasonable for the utility to adjust the bill to an amount that is the 12-month average or to an amount based on what the customer uses after correction of the tampering or diversion of metering devices. (16 TAC § 24.87(l))
5. If the utility does not properly adjust the bill after the conclusion of the complaint process, the City may order the utility to make the adjustment. If the utility does not, the City can impose and administrative penalty. (16 TAC § 24.82(b))