

RULE NO. 14

GENERAL PROVISIONS / CUSTOMER DISPUTES

I. GENERAL PROVISIONS

- A. For the purpose of the District Rules and/or Regulations, all words used herein in the present tense shall include the future; all words in the plural number shall include the singular number; and all words in the singular number shall include the plural number and all words in the masculine sense shall include the feminine.

B. SEPARABILITY

If any section, subsection, sentence, clause or phrase of the District Rules and/or Regulations or the application thereof to any person or circumstances is for any reason held to be unconstitutional or invalid, such decision shall not affect the validity of the remaining portions of the District Rules and/or Regulations or the application of such provision to other persons or circumstances. The Board hereby declares that it would have passed the District Rules and/or Regulations or any section, subsection, sentence, clause or phrase hereof irrespective of the fact that any one or more sections, subsections, sentences, clauses, or phrases be declared to be unconstitutional.

II. CUSTOMER DISPUTES

- A. In case of a dispute between a Customer and the District as to any provision of these rules, or in circumstances where the application of these rules appears impracticable or unjust, or if the Customer disputes the correct amount of any bill, charge or service rendered by the District for service furnished to the real property of the Customer, the District shall investigate the particular case in a timely manner, and report the result thereof to the Customer. The District shall notify the Customer that the Customer has the right to appeal to the Board of Trustees of the District if not willing to accept the result.

- B. Written application to the Board for such appeals should state the special circumstances, cite the provision/charges complained of, and request suspension or modification of that provision/charge as applied to the premises or account.
- C. If such application be approved, the Board may, by resolution, suspend or modify the provision/charge complained of, as applied to such premises or account, to be effected as of a specific date and, if necessary, continue during the period of the special circumstances.