

**RULE NO. 14**  
**DISPUTED BILLS**

In case of a dispute between a Customer and the District as to the correct amount of any bill, charge or service rendered by the District for water or sewer 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.