

<b>PROCEDURE: Utility Appeal Process - General</b>		<b>Page 1 of 1</b>
	<b>Duluth Public Utilities Commission</b>	<b>Approved by DPUC:</b> January 19, 2016
	<b>Effective Date:</b> January 19, 2016	<b>Written by: Liz Bieter</b>

**PURPOSE:**

The purpose of this procedure is to outline the appeals process before the Duluth Public Utilities Commission (the Commission).

**PROCEDURE:**

An applicant who desires to dispute a Public Works & Utilities Department finding that is adverse to the applicant and is an appealable finding must do so within six (6) months of the occurrence that gives rise to the appeal. The applicant shall give written notice of the appeal on a form provided by the Department.

The appeal shall state the nature of the dispute and the basis for the appeal. The applicant shall also state the expected outcome of the appeal. Appeals submitted without a clear statement of the dispute will be returned to the applicant. The applicant will have 10 days to resubmit the appeal with the appropriate explanation.

The written notice should be mailed or hand delivered to the department director. The applicant will be notified by regular mail or in person of the date, time and location of the Commission’s meeting.

Any appeal involving a termination of services must be filed prior to the proposed date of termination to avoid action by the Department.

City staff will prepare a facts and findings report and present this report to the Commission prior to the meeting. The Director of Public Works & Utilities shall provide all information from the applicant to the Commission.

Appeals shall be heard at the first meeting of the Commission following the filing of an appeal, if there are at least five (5) business days, exclusive, between the written filing and the meeting. Otherwise, the appeal will be heard at the subsequent meeting.

**The Commission has no power to cancel a debt to the Department.**

All decisions of the Commission shall be binding on the Department and the applicant, unless contrary to law. Decisions shall be in written form and sent to both the Department and the applicant within 10 days of the decision.

**Definition of an applicant: Any person or persons applying for water or gas service from the Department and any guarantor of payment for such services as provide for in this chapter (Section 48-1 Duluth City Code).**



**Duluth Public Utilities Commission  
Utility Appeal Form**

Please provide all the information listed below and return form to Director, Duluth Public Works and Utilities Department, 274 City Hall, 411 West First Street, Duluth, MN 55802.

Name of person filing this appeal must match the name on the utility account.

Name	_____	Account #	_____
Service Address	_____	Mailing Address	_____
Daytime Phone	_____	Alternate Phone	_____
E-mail (optional)	_____		

Description of dispute or issue (attach additional sheets and any documentation, if needed):

Description of any action you are requesting or expected outcome of appeal:

I certify that the information I have given is true and accurate to the best of my knowledge.

\_\_\_\_\_  
(Signature)

\_\_\_\_\_  
(Print Name)

\_\_\_\_\_  
(Date)

**Office Use Only- Date form received by Director's Office** \_\_\_\_\_

**Hearing date and time** \_\_\_\_\_

**Received by** \_\_\_\_\_

**Appeal results: Accepted** \_\_\_ **Denied** \_\_\_