



## Bulletin from Mayor Elaine Scruggs

One purpose of my weekly bulletins is to keep Glendale citizens aware of all of the resources that are available to you. Today, I would like to let you know about the sewer appeals process, which the City of Glendale offers to make sure that citizens are charged appropriately for their sewer usage.



Each year in May, your sewer charge is adjusted based on your actual water usage for the winter months of January, February and March. Although each customer has a water meter to determine water consumption, there is no meter to measure how many gallons each customer sends into the sewer system.



If an individual has a leak, or uses a large amount of water outdoors during the winter months, that water is not actually going into the sewer system. Yet the water usage for that household will be high and, therefore, may cause the sewer charge to increase. If you feel you are in that situation, you are able to appeal your monthly rate. Appeals are accepted for a period of 60 days after the May billing.



New residents or customers who did not have a full three months winter water usage are charged based on the average usage of all customers with a similar type of property.



For more information, or to request an application form, contact the Customer Relations Office at 623-930-3190, Monday through Friday, between the hours of 7:30 a.m. and 5:00 p.m. You can also obtain a form by visiting

<http://www.glendaleaz.com/Utilities/documents/SewerAppealForm.pdf>.



Completed forms can be mailed to, City of Glendale, 5850 West Glendale Ave, Glendale, Arizona, 85301.

*Thank you taking the time to read my "Glendale Bulletins". Please contact me at (623) 930-2260 or [mayorscruggs@glendaleaz.com](mailto:mayorscruggs@glendaleaz.com), if you have any comments or questions. I strive to provide the most timely information and best possible service to you, the citizens of Glendale. I sincerely appreciate your feedback.*

---