

Appeal on Winter Quarter Average for your Sewer Bill

I'm sure you noticed that your sewer bill goes up every August. In July of each year, your sewer bill is recalculated based on the average amount of water use billed in the previous months of December, January, and February. These three months represent the period when outside water usage is normally at a minimum. Under Pima County Ordinance 13.24, customers have 60 days after receipt of a bill to appeal a new user fee, a new usage class, or a new discharge factor. Customers may appeal their account at any time during the fiscal year, but will only receive a credit for up to 60 days back on their bill.

Step 1: Go to the attached link to appeal your Winter Quarter Average. Complete the form and submit it. Once they get the form and consumption report from Farmers Water (see Step 2), they will adjust your sewer bill and credit any months accordingly.

<https://webcms.pima.gov/cms/one.aspx?portalId=169&pageId=55490>

Step 2: Then go to Farmers Water and submit this form so Pima County will get the information they need for the Appeal. As a courtesy, Farmers Water will submit the consumption report to Pima County Wastewater.

<https://www.farmerswaterco.com/sewer-appeal/>

You will receive an email stating your new rate and credit from previous month.

Remember to do this every July.