

The purpose of this Form is to appeal the estimation of sewer use that was used as the basis for a Fiscal Year 2020/21 Sewer Service Charge.

Property Owner's Name: \_\_\_\_\_  
Parcel Number (if known): \_\_\_\_\_  
Service Address: \_\_\_\_\_  
Mailing Address (if different): \_\_\_\_\_  
\_\_\_\_\_  
Daytime Phone Number: \_\_\_\_\_  
Email Address: \_\_\_\_\_

In order for the sewer use estimation to be adjusted, you must have both a *Unique or Unusual Water Use* on your parcel *and* your sewer service charge must be *Manifestly Unfair*. Terms in italics are defined in more detail in the City's Sewer Service Charge Adjustment Policy, which is available at the City's offices or online on the City's website at [www.losaltosca.gov](http://www.losaltosca.gov).

How your 2020/21 sewer service charge was calculated:

**2019**

JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
X	X	X									

The Fiscal Year 2020/21 charges are based on water use during the "wet season months" of calendar year 2019 and the "Base Charge" applicable to the parcel. Your parcel's actual metered water usage for January, February, and March 2019 was used to calculate charges for Fiscal Year 2020/21 because these were the three "wet season months"<sup>1</sup> in Calendar Year 2019. The Fiscal Year 2020/21 charge pays for service provided between July 1, 2020 and June 30, 2021. The charge is collected on the Santa Clara County property tax bill.

Multi-year water use history MUST be attached to this appeal form for the parcel. This can be obtained by downloading this information at <http://www.calwater.com> or by calling California Water Customer Service at (650) 917-0152. Or, for sub-meter data contact the Homeowner's Association or meter reader provider.

The City's Appeal Administrator is NBS. If you have any questions, or need assistance completing this form, please contact NBS at (800) 676-7516 or via email at [customercare@nbsgov.com](mailto:customercare@nbsgov.com).

**PLEASE NOTE:** When completed and submitted, this form becomes a public record subject to the Public Records Act. Non-disclosable information will be redacted prior to release under the Public Records Act.

**The deadline for submitting appeals for 2020/21 is December 31, 2020.**

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<sup>1</sup> "Wet season months" means the three monthly billing periods of lowest total water consumption by all parcels connected to the City's sewer system.

**COMPLETE BOTH SECTIONS I AND II.**

**SECTION I: Unique or Unusual Water Use.**

(Check one and complete the associated subsection)

- There was a water line leak on my property in that was actively leaking during all or part of the water meter read periods for January, February, and March of 2019.

On what date was the leak discovered: \_\_\_\_\_

When was the leak repaired: \_\_\_\_\_

Describe the leak: \_\_\_\_\_

Was the leak active during January, February, or March of 2019?  Yes  No

Attach a repair receipt, receipt for purchase of plumbing parts, or other evidence that leak occurred and was repaired. Also attach evidence, such as water bills for the three months following the repairs, to show that the leak caused (or could be expected to cause) at least a 30% increase in water use. If the leak was not active in January, February, or March of 2019, please attach the water bills, if available, for those months.

- My property has more than 10,620 square feet of landscaped area or a substantial number of plants on my property are of a variety that require substantially more winter watering than typical plants used in the City.

Estimated Square Feet of Landscaping: \_\_\_\_\_

Describe Nature and Type of Plants, Trees and Landscaping:

Describe the schedule on which you watered your landscaping during the meter read periods for January, February, and March of 2019 (include an estimate, if possible of the amount of water used for this purpose):

Describe any unusual water needs of the landscaping:

*Attach evidence, such as photographs or a dimensioned site sketch, to document the above information.*

- During the January, February, or March of 2019 meter read periods, an unusual condition of the property (other than a water leak) or an unusual activity conducted upon the property (other landscape maintenance) contributed to water use in a manner that caused the City's estimating technique to substantially overestimate the parcel's sewer use.

Describe the unusual condition or activity (note that the condition or activity must not be typical of parcels in a similar land use class in the City):

*Attach evidence supporting this information.*

**SECTION 2: Manifest Unfairness.**

(Check One)

- My sewer service charge for 2020/21 is at least \$741 (threshold for single family residential parcels for Fiscal Year 2020/21 -- contact the City's Administrator for thresholds for other types of parcels).
- My sewer service charge for 2020/21 is at least 150% of what the charge for my parcel for Fiscal Year 2020/21 would have been using the City's current rate structure and method of sewer use estimation.

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Please attach all requested documentation, as well as any other evidence you wish to be considered.

**This information provided is accurate to the best of my knowledge.**

**Signature of Property Owner:** \_\_\_\_\_ **Date:** \_\_\_\_\_

Please return the completed Sewer Service Charge Adjustment Request form to:

Via mail, please send to:

NBS  
Attn: Los Altos Sewer Appeals Administrator  
32605 Temecula Parkway, Suite 100  
Temecula, CA 92592

Via email (pdf submittals are acceptable):

[customercare@nbsgov.com](mailto:customercare@nbsgov.com)