



UTILITY BILLING DEPARTMENT
116 E MILLER ST. / P.O. Box 230
DILLEY, TEXAS 78017
830-965-1624 (Phone)
830-965-4386 (Fax)

BILLING DISPUTE FORM

Inquiries or complaints on a specific utility bill must be made prior to the due date.

This dispute form should only be used for consumption issues after meter readings have been verified, and inspection for leaks has not shown any water leaks and a meter test has been performed. Bills in dispute are still subject to penalty and/or disconnection for non-payment. If the review of the dispute results in an adjustment to the bill, the adjustment will appear as a credit on the account.

NOTE: Failure to receive a bill that was mailed to the current mailing address on file for the account does not waive obligation to pay same when due.

Your complaint must include specific information about why the billing is incorrect and what adjustments you are requesting.

Date Form Completed: _____

Utility Service Address: _____

Due Date and Amount of Bill in Dispute: _____

Your Name: _____

Your Email Address or Phone Number: _____

Your Mailing Address: (if different from Service Address) _____

Why do you feel the bill is incorrect? (be specific – attach additional pages if necessary)

Submit electronically or mail or deliver form to: Utility Billing Department, 116 E. Miller St./P.O. Box 230 Dilley, Texas 78017

Rural Development
Guidance for the Utilization of the USDA Nondiscrimination Statement

Full Nondiscrimination Statement

In accordance with Federal civil rights law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, the USDA, its Agencies, offices, and employees, and institutions participating in or administering USDA programs are prohibited from discriminating based on race, color, national origin, religion, sex, gender identity (including gender expression), sexual orientation, disability, age, marital status, family/parental status, income derived from a public assistance program, political beliefs, or reprisal or retaliation for prior civil rights activity, in any program or activity conducted or funded by USDA (not all bases apply to all programs). Remedies and complaint filing deadlines vary by program or incident.

Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, American Sign Language, etc.) should contact the responsible Agency or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-8339. Additionally, program information may be made available in languages other than English.

To file a program discrimination complaint, complete the USDA Program Discrimination Complaint Form, AD-3027, found online at http://www.ascr.usda.gov/complaint_filing_cust.html and at any USDA office or write a letter addressed to USDA and provide in the letter all of the information requested in the form. To request a copy of the complaint form, call (866) 632-9992. Submit your completed form or letter to USDA by:

- (1) mail: U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410;
- (2) fax: (202) 690-7442; or

email: program.intake@usda.gov.

USDA is an equal opportunity provider, employer, and lender.

When/Where to use the Full Statement? The full USDA Nondiscrimination Statement must be posted in all RD offices in public view. Additionally, the full statement must be included on all materials produced by RD for public information, public education or public dissemination, unless the size of the material is too small to include the full statement (see *Short Nondiscrimination Statement*). All RD webpages must include a link to the full statement posted on the USDA homepage.

Recipients of RD program assistance shall post the full USDA Nondiscrimination Statement in all recipient offices and include, in full, on all print and non-print materials, unless the size of the material is too small to include the full statement (see *Short Nondiscrimination Statement*).

Short Nondiscrimination Statement

"USDA is an equal opportunity provider, employer, and lender."

Where appropriate, a recipient may state:

'This institution is an equal opportunity provider.

Spanish Translation

"El Departamento de Agricultura de Estados Unidos (USDA) es un proveedor, empleador y prestador que ofrece igualdad de oportunidades."

Where appropriate, a recipient may state:

"Esta institución es un proveedor de servicios con igualdad de oportunidades."

When/Where to use the Short Statement? The short statement should be used if the material is too small to permit the inclusion of the full USDA Nondiscrimination Statement. The statement should be in the same print size as the text of the material.

Similarly, if an audio or video presentation does not lend itself to include the full statement, the presentation shall, in a conspicuous and meaningful manner, include the short statement.

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