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RIGHT TO APPEAL

If you do not understand or dispute this action, you should first contact the Customer Service Representative (CSR) that processed your application. If after talking with the CSR you still disagree with the decision, you can file an appeal with the Director of Energy Services.

The appeal must be submitted in writing within ten (10) working days after receipt of the decision notice. The appeal must specifically include the reasons why you disagree.

The Director of Energy Services will review your written appeal and submit a written response within five (5) working days after receipt of your appeal. The written response will include his/her decision based on all appropriate documentation.

If you still disagree with the decision, you must submit a second (2nd) appeal to the Executive Director within five (5) working days after receipt of the Director of Energy Services decision.

The Executive Director will review all pertinent information and make his/her decision. The Executive Director will submit a response within five (5) working days after receipt of your second (2nd) request. This response will include his/her decision regarding the action.