



Shakopee Public Utilities (SPU) Appeal Policy

Disputed Utility Charge

If a customer disputes any water or electric utility charge, the following process shall be used to handle the appeal.

1. SPU Staff Review. The customer shall first contact the Customer Service & Billing Supervisor for monthly billing disputes, and for other disputed utility charges, the Water Superintendent or Electric Superintendent, as applicable, to determine if staff may resolve the issue.

2. Appeal to General Manager. If SPU staff cannot resolve the issue, the customer shall appeal to SPU in writing as follows:

1. Direct a written appeal to Shakopee Public Utilities, Attention: General Manager.
2. Include the account number.
3. Explain the nature of the problem and the reason(s) for the dispute.
4. Explain the requested relief or result.

The General Manager or his or her designee may seek additional information from the customer and review SPU information on the account and other pertinent information. The General Manager shall prepare a written response to the appeal and send it to the customer. If the customer agrees with the result, the customer shall signify acceptance in writing.

3. Appeal to the Commission. If the customer is not satisfied with the written response of the General Manager, the customer may request that the matter be placed on the agenda and discussed by the Commission at a formal meeting. The Commission shall consider appeals in its sole discretion, and its determination shall be final, binding, and conclusive.

All Other Disputes

For all other disputes involving a customer of SPU, the following process shall be used.

1. SPU Staff Review. The customer shall first contact the appropriate SPU Director to determine if staff may resolve the issue.

2. Appeal to General Manager. If SPU staff cannot resolve the issue, the customer shall appeal to SPU in writing as follows:

1. Direct a written appeal to Shakopee Public Utilities, Attention: General Manager.
2. Include the account number.
3. Explain the nature of the problem and the reason(s) for the dispute.
4. Explain the requested relief or result.

The General Manager or his or her designee may seek additional information from the customer and review SPU information on the account and other pertinent information. The applicable Director shall prepare a written response to the appeal for approval by the General Manager. The General Manager shall send the written response to the customer. If the customer agrees with the result, the customer shall signify acceptance in writing.

3. Appeal to the Commission. If the customer is not satisfied with the written response of the General Manager, the customer may request that the matter be placed on the agenda and discussed by the Commission at a formal meeting. The Commission shall consider appeals in its sole discretion, and its determination shall be final, binding, and conclusive.