



SEWER BILL DISPUTE PROCESS

Customers may request an explanation of their bill from the Muncie Sanitary District (MSD) by contacting the MSD Billing Office at 765-747-4865, by visiting the MSD Billing Office in-person, or by writing a letter to the MSD Billing Office, 300 N. High St, Muncie, IN 47305. Customers may review their bill online at www.munciesanitary.org, clicking on the “Pay A Bill” tab, and entering their account number.

If you are not satisfied with the explanation of your bill, you may request a formal review of your charges. Customer disputes must be submitted to MSD in writing to begin the formal review process. Customers can do so by submitting a customer appeal by letter or by email.

You are advised to pay all wastewater charges during the dispute resolution process. Penalties will continue to accrue until all charges are paid in full.

If you choose not to pay for disputed charges and the formal review is decided in your favor, the penalty associated with the disputed charge will be removed. If the charges are determined to be correct, the customer will be responsible for the balance of the bill and all penalties.

To file a Written Dispute/Appeal

You have the right to file a formal dispute of appeal of a wastewater bill with MSD. Disputes must be submitted in writing within 90 days of the date of the bill in question.

1. You may mail your Dispute to: District Administrator, Muncie Sanitary District, 300 N. High St., Muncie, IN 47305, or
2. You may email your dispute to: appeals@msdeng.com

If this is the first time you are writing about this issue, in the subject field note “Dispute”. The following information must be included in your dispute request:

- Identification of the property (address and account number)
- The charge that is in dispute and date of bill
- Statement of reason(s) why you believe the charge is incorrect
- Any supporting documentation and evidence (e.g. proof of 501(c)(3) status)

The District Administrator will make best efforts to render a decision (in writing) on your appeal within 60 days after receiving it.



To File a Final Appeal

You have the right to appeal the District Administrator's decision. This appeal must be submitted in writing within 60 days of the date of the District Administrator's response letter and be accompanied by a copy of the District Administrator's decision. Billing decisions will not be reversed unless you can demonstrate an error has been made or present additional facts relevant to MSD policies.

1. You may mail your Final Appeal to: Board President, Muncie Sanitary District, 300 N. High St., Muncie, IN 47305, or
2. You may email your Final Appeal to msdboardpresident@msdeng.com

Please indicate in the subject line of your letter or email "FINAL APPEAL". The following information must be included in this letter:

- Identification of the property (address and account number)
- The charge that is in dispute and date of bill
- Statement of reason(s) why you believe the charge is incorrect
- Copy of the Initial Appeal
- Copy of the District Administrator's response to the initial appeal
- Any supporting documentation and evidence (e.g. proof of 501(c)(3) status)

The MSD Board of Commissioners will make best efforts to render a decision (in writing) on your final appeal within 60 days after receiving it. If you disagree with the MSD Board determination, you should contact your own attorney for information about this process.