



PROHIBITED USE OF WATER (PUoW) Hearing Request

Long Beach Water Department (LBWD)

For your request for a hearing to be considered you must

1. Complete this 2-page form, including Section A, one of the four (4) options under Section B, and Section C; and
2. Mail the completed form and any attachments you would like to provide, to the following:
 Water Conservation
 Long Beach Water Department
 1800 E. Wardlow Rd., Long Beach, CA 90807
3. This package must be received by the LBWD at the above address by the deadline specified under the Section B option you have indicated.

Section A – all applicants complete this section

You can find the following information on the PUoW Notice that you received

1. Date of PUoW Notice: ____ / ____ / ____
2. Notice number: _____ - ____
3. Water account: _____
4. Water service address: _____

Section B: Complete one of the following four (4) options

1. If you are requesting a Hearing about a PUoW VIOLATION

Deadline for submitting the Hearing Request: within fourteen (14) calendar days of the “Date of PUoW Notice”.

Check the box that best describes why a hearing is needed:

- This is not my water account.
- I have not committed this violation.
- I need more time to correct the violation. Number of days: ____ (explain on separate page).
- Other: _____

2. If you are requesting a Hearing for relief of a PUoW CHARGE or of Discontinuance/Reduction in Water Service related to a PUoW violation

Deadline for submitting the Hearing Request: within fourteen (14) calendar days of the date shown on the notice of the PUoW Charge.

For your request for relief of a PUoW Charge to be considered you must attach to this form a deposit, in the form of a check or money order, for the total amount of the PUoW Charge, made payable to the “Long Beach Water Department” and

Check the box that best describes why a hearing is needed:

- The cited violation was corrected on or before the date of the PUoW Charge.
- I have made a reasonable attempt to mitigate the PUoW and do not feel that I should receive a PUoW Charge.
- I cannot continue to maintain an adequate level for public health and safety if my water is shut off or a flow-restriction device installed (explain on separate page).



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If the appeal for relief of a PUoW Charge is denied, the LBWD shall retain the entire deposit as payment in full of the outstanding charge. If relief from the PUoW Charge is granted in full or in part, the LBWD will refund the entire or partial advance deposit within thirty (30) business days from the date of the final written decision.

3. If you are requesting a Hearing for relief of a HIGH WATER BILL caused by water-shortage rate increase

Deadline for submitting the Hearing Request: within thirty (30) calendar days of the date of the bill.

For your request to be considered you must attach to this form a copy of the water bill in question.

- My water bill dated _____ was much higher than my normal bill although my water usage was normal **and** I have a compelling reason for not conserving the amount of water needed to keep my bill close to normal **and** I have fully cooperated with the Water Department in its investigation related to this Request. Explain in greater detail on a separate page.

4. Request Hearing before the Board of Water Commissioners

- I wish to appeal to the Board of Water Commissioners as my original appeal was denied by the General Manager in a decision statement dated _____ (attach copy of decision statement).

Section C – All applicants complete this section

I understand the hearing is limited to relevant evidence related to those grounds indicated above. I declare under penalty of perjury that the forgoing is true and correct.

Print your name

Sign your name

Date

____-____-_____
Daytime Phone

If this "Hearing Request" and all requested attachments are properly filed, a hearing will be scheduled within 14 to 30 days from the date of your request. You will be notified of the time and place set for the hearing at least 10 calendar days prior to the hearing date. Failure to appear at the hearing shall constitute forfeiture of the deposit and a failure to exhaust administrative remedies.

At the conclusion of the hearing, a written decision will be issued within fifteen (15) business days. The decision becomes final as of the date appearing on the written decision. You will be served by mail with a copy of the written decision.

If the hearing with the General Manager is complete and you are not satisfied with the decision, you have the right to appeal the decision to the Board of Water Commissioners by completing a new **Prohibited Use of Water Hearing Request** form. The Board review will only be available if you have completed the hearing with the General Manager.

For questions regarding the hearing process, call (562) 570-2366.