



CITY OF BEVERLY HILLS

PUBLIC WORKS SERVICES DEPARTMENT

MEMORANDUM

**TO:** PUBLIC WORKS COMMISSION

**FROM:** Trish Rhay, Assistant Director of Public Works Services, Infrastructure & Field Operations   
Caitlin Sims, Senior Management Analyst 

**DATE:** September 10, 2015

**SUBJECT:** PENALTY SURCHARGE APPEALS PROCESS

**ATTACHMENT:** None

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The penalty surcharge went into effect on August 1, 2015, and residents will first see an assessment on their bill in October 2015. All Beverly Hills water customers have received a water reduction target of thirty percent of their usage in the same period in 2013. If the customer exceeds that target, he/she will be assessed a penalty surcharge, with a multiplier applied to usage above the target.

The City has developed a two-tiered appeals process by which a customer can request a reduced conservation target. The first level of the appeals process is completed by City staff. If the customer does not agree with the initial decision, he/she can request a hearing within 15 days of the initial appeal decision. The appeals hearing will be conducted by an Appeals Officer, which is a member of the Public Works Commission.

The Public Works Commission's Water Conservation Subcommittee has met to discuss the appeals process and a potential rotation amongst the members to serve as the Appeals Officer. The Subcommittee has requested this item be agendaized for discussion at the Public Works Commission.