



SERVICE ID# _____

VILLAGE OF ASHVILLE
200 EAST STATION STREET
P.O. BOX 195
ASHVILLE, OH 43103
(740) 983-6367

HEARING PROCEDURES

Ordinance 925.07

Persons who wish to contest a denial of utility service, or the Village's decision as to billing or a proposed disconnection of utility services (hereafter "the person") shall be afforded a due process opportunity to contest the Provider's action or inaction prior to termination of service. Due process opportunity is the right to a face-to-face meeting with the Village Administrator, at which time a person may:

- (a) Have the assistance of a representative; and
- (b) May present documentary and/or oral information and/or the testimony of witnesses for the Village Administrator's consideration.

These persons shall be entitled to reasonable access to the Village's business records concerning the affected service address in order to prepare for the meeting, which right of access includes the right to obtain copies of documents found therein upon payment of the actual cost of copying. The Village Administrator shall make a written decision after the hearing and the reasons for the decision. A copy of the decision shall be delivered to the person; a copy shall be retained in a special decisions file; and a copy retained in the business files kept by the Village relating to any service address affected by the hearing.

Due process hearings shall be held within a reasonable time after a verbal or written hearing request has been made, but will not be held so quickly as to deny the person an adequate opportunity to seek assistance or to prepare for the hearing, in light of the person's circumstances. The hearing decision shall be sent to the person within a reasonable time after the hearing. If a hearing has been requested prior to actual disconnection of service, no disconnection may occur until five days after the hearing decision is delivered to the person who requested the hearing. (Ord. 94-1. Passed 2-7-94.)

A second review process does exist. The decision of the Village Administrator can be reviewed by the Village of Ashville Utility Committee. The Utility Committee can meet the first three Mondays of a month but the meet must be scheduled. They meet before or after Council which meets a 6:30pm. For a hearing or review check a box below:

Please Check One:

A. Meeting with Village Administrator

B. Review by Utility Committee

Preferred Date(s):

 (Customer's Signature)

 (Village of Ashville Rep)

 (Print Name)

 (Print Name)

Phone and/or email: _____ to arrange