

Billing disputes:

Billing disputes are handled by the Board of Directors. If you have a billing dispute, please write an email to the company email address or to the company US Mail address describing the situation and what you would like to see happen. The S&T Board of Directors will consider appeals in a private Executive Session. Download the Board Resolution on LATE FEE POLICY.

Appeals:

No individual S& T officer shall have the authority to forgive invoiced amounts. Shareholders and water customers can appeal a disputed invoice amount to the Board of Directors at a formal meeting either in person or by letter written to the Board. Resolution of the dispute will be decided by a vote of the Board.