

Dispute of Forfeiture

**We have received your Dispute Notice.
It will be processed in the order received
Please allow several weeks for processing of decision.
If denied you may request an administrative hearing,
Please read the direction below:**

Note: Emailed responses, questions, and disputes are preferred.
Email to construction.inspection.refund@dcwater.com

Have you received a Bill statement with a Forfeiture action?
Do you want to Dispute the Forfeiture?

- The Bill statement provides an accounting of the transactions for a construction inspection or Merch account reporting the credit, debit, and forfeiture actions for the prior billing period.
- The Construction inspection or Merch account was created for refundable inspection services and has nothing to do with the customer's service account. The estimated cost of labor and equipment was invoiced and a deposit for these services was paid. The account was created in the name of the entity providing the payment (check).
- If the account has a credit balance, the account holder or authorized representative may request a refund once the project has been completed or ceases or the project has been abandoned. Request for refund may be mailed Permit Operations or emailed to Construction.Inspection.Refund@dcwater.com and put *Request for Refund* in the subject line with the account number.
- In accordance with DC Official Code § 34-2401.10, a request for a refund of the account credit balance must be submitted within 2 years of the date all work ceased/completed on the project, or it is subject to forfeiture.
- As of the Bill Date, DC Water records note that the project was completed, ceased, or abandoned and the account has remained inactive for more than 10 years.
- As of the Bill Date, the account has been closed and the credit balance funds were forfeited and debited from the balance.
- The Bill statement includes a notice of the refund requirements, forfeiture statute of limitations, and forfeiture dispute procedures.
- If you are not sure which project this account is for, send a request to: Construction.Inspection.Refund@dcwater.com and put *Request for Information* in the subject line with the account number and ask for clarification of the project location.

How to Dispute the forfeiture:

- Follow the Forfeiture Dispute procedures on the Bill statement (see below)

Dispute of Forfeiture

- The written (dispute letter or email, email preferred) must be submitted within 30 days of the Bill Date to DC Water at:

District of Columbia Water and Sewer Authority
Permit Operations
5000 Overlook Ave SW
Washington, D.C. 20032
Attention: Forfeiture Dispute

Or

Emailed to Construction.Inspection.refund@dcwater.com with Forfeiture Dispute in the subject line.

- The dispute must state that reason(s) why the forfeiture action is incorrect and provide evidence supporting your dispute such as:
 - Documentation that a refund request was requested prior to the Bill Date.
 - Evidence that the project was active within 2 years of the Bill Date.
 - A DCRA Construction Permit was issued for the project within 2 years of the Bill Date.

FORFEITURE DISPUTE PROCEDURES

The Merch account owner or their authorized representative may challenge the forfeiture debit on the bill by sending a written dispute to DC Water within thirty (30) calendar days after the Bill Date, stating the reasons why the forfeiture action is incorrect and providing supporting documentation for consideration. DC Water will review the disputed forfeiture and issue a written decision.

If the Merch account owner is not satisfied with DC Water's decision, they may submit a written request for an administrative hearing within fifteen (15) calendar days of the decision. For more information on your rights please visit us at www.dewater.com/disputing-bill. Requests for an administrative hearing should be mailed to:

District of Columbia Water and Sewer Authority
Customer Service Department
P.O. Box 97200
Washington, DC 20090