

Contestation Procedure Notes

Customers will be encouraged to provide feedback to CVA on any types of mistakes spotted in the CVA photos. No charges are incurred by customers when sending feedback about mistakes in CVA photos. This type of feedback is not regarded as a contestation.

Customers who enter into the Contestation process would have already exhausted the General Clarification Process which includes the following:

Customers can contact CVA (by phone, mail, email, in person) to explain the billing process, the way the invoices are laid out, and the calculation of these invoices. This explanation must be given formally to the Customer.

Customers will be able to view photographs and details online at the CVA offices. CVA will be responsible for providing a private environment for the viewing of such photos and details at their premises.

If Customers still require clarification, there will be an online and non-online process to report mistakes. With this facility, Customers will be encouraged to report what they feel are mistakes. If CVA determines that it is not a mistake, the CVA must give such a formal notification to the Customer to that effect, and the Customer will then need to file a Contestation to proceed further.

Customer will start a contestation process requiring the filing of a signed report at CVA offices. Online customers can also start a contestation process online.

Contestations (i.e. those not directly related to feedback about mistakes spotted in the CVA photos) may incur an administrative charge that will be calculated according to the total amount due for the bill being contested (all amounts inclusive):

- Amounts from €0.02 to €2.33 : €1.16 charge
- Amounts from €2.35 to €11.62 : €3.49 charge
- Amounts from €11.65 upwards: €11.65 charge

If the contestation is successful on the part of the customer, there will be no administrative charge and action will be taken to remedy the situation quickly. Any discounts that were lost due to the contestation process will be applied retroactively. Any rate increases that were applied due to the contestation process will be reversed.

If the contestation is not successful on the part of the customer, the administrative charge will be added to the current outstanding amount to cover the costs of producing an official contestation report. This measure is aimed at decreasing the number of frivolous contestations raised by customers while allowing bona fide cases to be given a fair treatment. Any discount period or rate increase period will still be applicable from the date of bill issue.

Contestations will be handled by a Contestation Board appointed by the, TM and all decisions made by this Board will be final. Terms of reference will be drafted by TM.

Office Use Only
