

RULE NO. 11

ADMINISTRATIVE AND HEARING REQUIREMENTS

A. CUSTOMER SERVICE COMPLAINTS

1. The Utility shall make a full and prompt investigation of all service complaints made by its customers, either directly or through the Commission.
2. The Utility shall respond to the complainant and/or the Commission representative within five working days as to the status of the Utility investigation of the complaint.
3. The Utility shall notify the complainant and/or the Commission representative of the final disposition of each complaint. Upon request of the complainant or the Commission representative, the Utility shall report the findings of its investigation in writing.
4. The Utility shall inform the customer of his right of appeal to the Commission.
5. The Utility shall keep a record of all written service complaints received which shall contain, at a minimum, the following data:
 - a. Name and address of complainant
 - b. Date and nature of the complaint
 - c. Disposition of the complaint
 - d. Copy of any correspondence between the Utility, the customer, and/or the Commission.

This record shall be maintained for a minimum period of one year and shall be available for inspection by the Commission.

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(Continued)

B. CUSTOMER BILL DISPUTES

1. Any customer who disputes a portion of a bill rendered for Utility service shall pay the undisputed portion of the bill and notify the Utility's designated representative that such unpaid amount is in dispute prior to the delinquent date of the bill.
2. Upon receipt of the customer notice of dispute, the Utility shall:
 - a. Notify the customer within five working days of the receipt of a written dispute notice.
 - b. Initiate a prompt investigation as to the source of the dispute.
 - c. Withhold disconnection of service until the investigation is completed and the customer is informed of the results. Upon the request of the customer the Utility shall provide the customer a copy of the results of the investigation in writing.
 - d. Inform the customer of his right of appeal to the Commission.
3. Once the customer has received the results of the Utility's investigation, the customer shall submit payment within five working days to the Utility for any disputed amounts. Failure to make full payment shall be grounds for termination of service.

C. COMMISSION RESOLUTION OF SERVICE AND/OR BILL DISPUTES

1. In the event a customer and Utility cannot resolve a service and/or bill dispute, the customer shall file a written statement of dissatisfaction with the Commission; by submitting such statement to the Commission, the customer shall be deemed to have filed an informal complaint against the Utility.

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C. COMMISSION RESOLUTION OF SERVICE AND/OR BILL DISPUTES *(Continued)*

2. Within 30 days of the receipt of a written statement of customer dissatisfaction related to a service or bill dispute, a designated representative of the Commission shall endeavor to resolve the dispute by correspondence and/or telephone with the Utility and the customer. If resolution of the dispute is not achieved, it shall be the judgment of the Commission to determine when an informal hearing is required to arbitrate the resolution of the dispute. The informal hearing shall be governed by the following rules:
 - a. Each party may be represented by counsel, if desired.
 - b. All such informal hearings may be recorded or held in the presence of a stenographer.
 - c. All parties will have the opportunity to present written or oral evidentiary material to support the positions of the individual parties.
 - d. All parties and the Commission's representative shall be given the opportunity for cross-examination of the various parties.
 - e. The Commission's representative will render a written decision to all parties within five working days after the date of the informal hearing. Such written decision of the arbitrator is not binding on any of the parties and the parties will still have the right to make a formal complaint to the Commission.
3. The Utility may implement normal termination procedures if the customer fails to pay all bills rendered during the resolution of the dispute by the Commission.
4. The Utility shall maintain a record of written statements of dissatisfaction and their resolution for a minimum of one year and make such records available for Commission inspection.