

RULE NO. 11

ADMINISTRATIVE AND HEARING REQUIREMENTS

A. CUSTOMER SERVICE COMPLAINTS

1. The Utility shall make a full and prompt investigation of each service complaint made by one of its customers, whether made directly or through the Commission.
2. Within five business days after a complaint is made, the Utility shall respond to the complainant and, if applicable, to the Commission representative regarding the status of the Utility's investigation of the complaint.
3. The Utility shall notify the complainant and, if applicable, 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 the right to file an informal complaint with the Commission, under Rule No. 11(C)(1), if the customer is dissatisfied with the results of the Utility's investigation or the final disposition of the complaint.
5. The Utility shall:
 - a. Create a record of all written service complaints received which shall contain, at a minimum, the following data:
 - (1) Name and address of customer;
 - (2) Service address at issue, if different from the customer's address;
 - (3) Date and nature of the complaint;
 - (4) Disposition of the complaint; and
 - (5) Copy of any correspondence between the Utility, the customer, and a Commission representative; and
6. Maintain each service complaint record for at least one year after final disposition of the complaint and make the record available for inspection by the Commission upon request.

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B. CUSTOMER BILL DISPUTES

1. A Utility customer who disputes a portion of a bill rendered for Utility service shall, prior to the due date for the bill, pay the undisputed portion of the bill and notify a representative of the Utility that the unpaid amount is in dispute.
2. Upon receipt of the customer notice of dispute, the Utility shall:
 - a. Within five business days after receiving notice of the dispute, provide the customer confirmation that the dispute has been received;
 - b. Initiate a prompt investigation of the source of the dispute;
 - c. Withhold termination of service until the investigation is completed and the customer has been informed of the results of the investigation;
 - d. Notify the customer of the results of the investigation and final disposition of the bill dispute, in writing if requested by the customer; and
 - e. Inform the customer of the right to file an informal complaint with the Commission, under Rule No. 11(C)(1), if dissatisfied with the results of the Utility's investigation or final disposition.
3. Once the customer has received the results of the Utility's investigation, the customer shall, within five business days, submit payment to the Utility for any disputed amounts. Failure to make full payment within five business days shall be grounds for termination of service under Rule No. 10(C)(1)(b).

C. COMMISSION RESOLUTION OF SERVICE AND BILL DISPUTES

1. If a customer is dissatisfied with the outcome of the Utility's investigation or final disposition of a service or bill dispute, the customer may file with the Commission a written statement of dissatisfaction which shall be deemed an informal complaint against the Utility.

Any controversy or claim arising out of or relating to this Tariff, or breach thereof, shall be adjudicated by the Commission. This includes, but is not limited to, controversies or claims involving meter errors, billing errors, invoicing errors, and claims for a full or partial refund. This also includes, but is not limited to, service complaints, such as claims arising out of or relating to the establishment, interruption, resumption, and termination of service.

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ADMINISTRATIVE AND HEARING REQUIREMENTS
(Continued)

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

2. Within 30 days after receiving an informal complaint against the Utility, a Commission representative shall attempt to resolve the dispute through communications with the Utility and the customer (written or telephonic or both). If resolution of the dispute is not achieved within 20 days of the Commission representative's initial effort, the Commission shall hold a mediation regarding the dispute in accordance with the following:
 - a. A Commission representative shall preside over the mediation, and the participants shall be the customer and the Utility.
 - b. Each participant may be represented by counsel, at the participant's own expense, if desired.
 - c. The mediation may be recorded or held in the presence of a stenographer.
 - d. Each participant shall have the opportunity to present written or oral material to support the participant's position.
 - e. Each participant shall have the opportunity to cross-examine the other participant and the Commission representative shall have the opportunity to examine each participant.
 - f. The Commission's representative shall render a written decision to all parties within five working days after the date of the informal hearing. The written decision of the Commission's representative is not binding on any of the parties, and the parties shall retain the right to make a formal complaint to the Commission.
3. The Utility may implement normal termination procedures, under Rule No. 10(C)(1)(b), if the customer fails to pay all undisputed 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 at least one year and shall make such records available for Commission inspection upon request.