

RULE NO. 14

DISPUTED BILLS

- A. In the event of a dispute between a customer and the Company as to any bill, charge or service, the customer shall deposit with the Company the amount of the questioned portion of the bill, unless the Company agrees to waive the requirement at the request of the Consumer Relations Division of the Commission. All subsequent bills must be paid to the Company when due.
- B. The Company shall promptly investigate the matter and report its determination to the customer in writing, if the customer so requests.
- C. The Company shall inform the customer of the right to file a complaint with the Consumer Relations Division of the Commission if the customer is not satisfied with the determination made by the Company.
- D. Failure on the part of the customer to deposit the disputed amount after due notice may warrant terminating service to such customer without further notice. Notice to the Company by the customer that a bill is disputed shall not serve to extend the time for payment or deposit of disputed amount thereof.
- E. A summary of the provisions of this rule shall be printed on the back of each bill or notice issued by the Company, which shall include the mailing address, telephone number and toll-free telephone number of the Consumer Relations Division of the Commission.

Issued:
November 10, 2009

Effective:
November 1, 2009

Advice Letter No.:

Issued by
John P. Hester
Senior Vice President