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**SECTION 14**  
**ADMINISTRATIVE AND HEARING REQUIREMENTS**

A. Customer Service Complaints

1. The Company will make a full and prompt investigation of all service complaints made by its Customers, either directly or through the Commission.
2. The Company will respond to the complainant and/or the Commission representative within five (5) business days as to the status of the Company's investigation.
3. The Company will 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 Company will report the findings of its investigation in writing.
4. The Company will inform the Customer of his right of appeal to the Commission.
5. The Company will keep a record of all written service complaints received that must 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; and
  - d. A copy of any correspondence between the Company, the Customer, and/or the Commission.
6. This record will be maintained for a minimum period of one (1) year and will be available for inspection by the Commission.

B. Customer Bill Disputes

1. Any utility Customer who disputes a portion of a bill rendered for electric service must pay the undisputed portion of the bill and notify the Company's designated representative that any unpaid amount is in dispute prior to the delinquent date of the bill.



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**SECTION 14**  
**ADMINISTRATIVE AND HEARING REQUIREMENTS**  
(continued)

2. Upon receipt of the Customer notice of dispute, the Company will:
    - a. Notify the Customer within five (5) business 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.
    - d. Upon request of the Customer, the Company will report the results of the investigation in writing.
    - e. Inform the Customer of his right of appeal to the Commission.
  3. Once the Customer has received the results of the Company's investigation, the Customer will submit payment within five (5) business days to the Company for any disputed amounts. Failure to make full payment may be grounds for termination of service.
  4. The Company will inform the Customer of his right of appeal to the Commission.
- C. Commission resolution of service and bill disputes
1. In the event the Customer and the Company cannot resolve a service or bill dispute the Customer must file a written statement of dissatisfaction with the Commission; by submitting this statement to the Commission, the Customer will be deemed to have filed an informal complaint against the Company.
  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 will endeavor to resolve the dispute by correspondence or telephone with the Company and the Customer. If resolution of the dispute is not achieved within 20 days of the Commission representative's initial effort, the Commission will hold an informal meeting to arbitrate the resolution of the dispute. This informal meeting will be governed by the following rules:
    - a. Each party may be represented by legal counsel, if desired.
    - b. All informal meetings 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 will be given the opportunity to cross-examine the various parties.

