

RULE NO. 14

DISPUTED BILLS

I. Disputed Bills

- A. If a customer disputes any bill, charge or service, the utility shall promptly investigate the matter and report its determination to the customer. If the customer so requests, the report must be made in writing. Whether or not a written report is requested, the utility shall inform the customer of his right to file a complaint with the Consumer Relations Division of the PSCN.
- B. If the customer is not satisfied with the determination made by the utility, he may file a complaint with the Consumer Relations Division of the PSCN.
- C. If a complaint is filed, unless the utility agrees to waive the requirement at the request of the Consumer Relations Division of the PSCN, the customer may be required by the utility to pay any disputed amount to the utility pending resolution of the complaint.

II. Failure To Make Deposit

- A. Failure on the part of the customer to make such deposit as required in Part I.C. within 15 days after presentation of the disputed bill will warrant termination of service under Rule No. 6., Section B.2.b.1.b.
- B. The utility shall send to the customer written notice of its intended action at least ten days before it terminates service, and shall otherwise meet the notice requirements of Rule No. 6., Section B.3.a.
- C. Utility shall not terminate a customer's residential service because of his failure to pay a delinquent bill for another class of service.

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