

Rule No. 14  
DISPUTED BILLS

- A. 1. If a customer disputes any bill, charge or service, the utility shall promptly investigate the dispute 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 division.
2. If the customer is not satisfied with the determination made by the utility, he may file a complaint with the division.
3. If a complaint is filed, unless the utility agrees to waive the requirement at the request of the division, the customer may be required by the utility to pay any disputed amount to the utility pending resolution of the complaint.
4. A summary of the provisions of this section must be printed on the back of each bill or notice issued by the utility. The summary must include the mailing address, telephone number and toll-free telephone number of the division.

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**Connell Marsden**

Vice President

Rates & Regulatory Affairs

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