

SECTION 14. CUSTOMER DISPUTE WITH THE UTILITY BILL

- A. General. At any time before the date of termination of utility service for nonpayment of the amount(s) shown on either a utility bill or a notice of termination, a customer may dispute the correctness of all or part of the amount(s) shown in accordance with the provisions of these Regulations.

A customer shall not be entitled to dispute the correctness of all or part of the amount(s) if all or part of the amount(s) was (were) the subject of a previous dispute under this Section.

- B. Procedure. The procedure for customer disputes shall be as follows:

1. Before the date of termination, the customer shall notify the Authority in writing at its office that he disputes all or part of the amount(s) shown on a utility bill, or a notice of termination, stating as completely as possible the basis for the dispute.
2. If the Authority determines that the present dispute is either untimely or that the customer previously disputed the correctness of all or part of the amount(s) shown, the Utility shall mail to the customer a notice stating that the present dispute is untimely or invalid. The Utility shall then proceed as if the customer had not notified the Utility of the present dispute.
3. If the Authority determines that the present dispute is timely or valid under this Section, the Authority, within three (3) days after receipt of the customer's notice, shall arrange an informal meeting between the customer and the Utility customer representative.
4. Based on the Authority's records, the customer's allegations and all other relevant materials available to the customer representative, the customer representative shall resolve the dispute, attempting to do so in a manner satisfactory to both the customer and the Authority.
5. Within five (5) days of completion of the meeting, the customer representative shall mail to the customer a notice of his decision resolving the dispute.
6. If the decision is unsatisfactory to the customer, the customer, within seven (7) days of the date of notice of the customer representative's decision, may request in writing a hearing before the General Manager.
7. The hearing before the General Manager shall be held within ten (10) days of the Authority's receipt of the customer's written request.
8. At the hearing the Authority and the customer shall be entitled to present all evidence that is, in the view of the General Manager, relevant and material to the dispute.

9. Based on the record established at the hearing, the General Manager, within five (5) days of completion of the hearing, shall issue his written decision formally resolving the dispute. His decision shall be final and binding on the Authority and the customer.
- C. Payment of undisputed charges. Use of this dispute procedure shall not relieve a customer of his obligation to timely and completely pay all other undisputed utility charges and the undisputed portion(s) of the amount(s) which is (are) the subject of the present dispute. Notwithstanding Section 14(D) below, failure to timely and completely pay all such undisputed amounts shall subject the customer to termination of utility service in accordance with the provisions of these Regulations.
- D. Payment of disputed charges. Until the date of the General Manager decision, the Authority shall not terminate the utility service of the customer and shall not issue a notice of termination to him solely for nonpayment of the disputed amount(s). If it is determined that the customer must pay some or all of the disputed amount(s), the Authority shall promptly mail to, or personally serve upon, the customer a notice of termination, which shall contain the following:
 1. The amount to be paid.
 2. The date of the notice of termination.
 3. The date of termination, which shall be ten (10) days after the date of notice of termination.
 4. Notice that unless the Authority receives at its office complete payment of the amount shown prior to the date of termination, utility service shall be terminated under Sections 15 and 16 below.

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