

CITY OF VERNON
UTILITIES DEPARTMENT
RULES FOR ELECTRIC SERVICE

Rule No. 10: DISPUTED BILLS

- A. Request for Billing Review.** Any request for review of a bill filed by a Customer shall be reviewed by a Customer Service Division representative. The review shall include consideration of whether the Customer should be permitted to amortize the unpaid balance of his account over a reasonable period of time.
- B. Review by Director of Light & Power.** Any Customer, whose request for review regarding a bill for electric service has resulted in a determination by the Customer Service Division representative which is adverse, may have such determination reviewed by the Director of Light and Power of the City of Vernon.
1. To avoid discontinuance of service, the Customer shall pay the amount claimed by the City to be due. Such payment shall be deemed to be made under protest. In lieu of such payment, a Customer whose credit has been established pursuant to Rule No. 6 may request to amortize payments. Approval of such amortized payments shall be at the sole discretion of the City.
 2. Checks or other forms of remittance for such payment under protest shall be accompanied by a letter of explanation to the Director of Light and Power.
 3. Upon receipt of the payment under protest and letter of explanation the Director will review the basis of the billed amount. After review the Director may:
 - a. If special circumstances exist, waive returned check charge, reconnect charge, and late charge, or
 - b. Recommend any adjustment to electric charges as determined by the review. Any recommendation for a credit or refund must be approved by the City Administrator, if the amount exceeds \$10,000, City Council approval will also be required.
 4. If the matter is not satisfactorily resolved by the Director, the Customer may petition the City Council for a final decision.
- C. Discontinuance of Service.** Failure of the Customer to make payment under protest of the disputed bill prior to the expiration date of a 48 hour Notice of Call will warrant discontinuance of service without further notice.
- D. Additional Bills During Review.** If before completion of the City Council's review, additional bills become due which the Customer wishes to dispute, the additional amounts claimed by the City to be due for such additional bills shall be paid before they become past due and failure to do so will warrant discontinuance of service in accordance with Rule No. 11.