WATER RULE 17

DISPUTED BILL APPEAL PROCESS

A. Customers who believe their utility bill is in error must first contact the Customer Service Division by telephone, in writing, in person, by electronic mail, or on any Utility mobile or webpage forms within 10 calendar days after receiving their bill to dispute the bill. Unless stated otherwise herein, the contact information is as follows: 3901 Orange Street, Riverside, CA 92501, or CallCenter@RiversideCa.gov, or (951) 782-0330.

Utility Services will not be discontinued for nonpayment of a disputed bill pending the outcome of a timely filed dispute. The Utility may require that an amount equal to an average bill for a comparable period of time be deposited with the Utility pending outcome of the investigation of the disputed bill. Failure to make the deposit as and when due shall constitute abandonment of the dispute to the bill. Subsequent utility bills, which are not disputed, must be paid to the Utility within the time allowed to avoid discontinuance of service.

B. If, after contact with the Customer Service Division, the Customer believes the bill is still incorrect, the Customer must, within 10 calendar after receiving the explanation from the Customer Service Division, contact the Customer Service Manager, Collections Supervisor, or Customer Service Supervisor by telephone, in writing, in person, by electronic mail, or on any Utility mobile or webpage form regarding the disputed bill .

C. A Review Manager will be designated to conduct an investigation of the Customer's billing dispute. The Review Manager will be the Customer Service Manager, or Customer Service Supervisor, and the investigation may involve other staff at a higher level in the Utility. The investigation will include consideration of whether the Customer may amortize the unpaid balance over a reasonable period of time, not to exceed twelve months, but usually over a shorter time period. The results of this determination will be communicated to the Customer in writing within 10 calendar days.

D. If the disputed bill is not resolved, the Customer may appeal by telephone, in writing, or in person, by electronic mail, or on any Utility mobile or webpage form within 10 calendar days following mailing of the results of the investigation. The Customer must send thisappeal to the Assistant General Manager, Customer Service/Business Services, 3750 University Avenue, 5th floor, Riverside, CA 92501, or CallCenter@RiversideCA.gov, or(951) 782-0330.

Upon timely receipt of the written statement, the Director, or designee, will determine if the Review Manager's investigation was thorough and

complete, addressing the aspects of the billing dispute. The results of this determination will be communicated to the Customer in writing, within 10 calendar days of receipt of the appeal.

E. If the Customer is not satisfied with the determination of the Director, or designee, the Customer may appeal to the Board of Public Utilities. The appeal must be submitted either by telephone, in writing, in person, by electronic mail, or on any Utility mobile or webpage forms to the Director, as Secretary of the Board of Public Utilities, with the reasons for the dispute of the bill within 10 calendar days following mailing of the Director's response. In the absence of a timely filed appeal, the decision of the Director will be final. Upon receipt of a timely appeal, the matter will be reviewed by the Board of Public Utilities at a public Board meeting within 45 calendar days of receipt.The customer will receive notification of the hearing date, time and location. The Board's decision will be made at the public meeting and the customer will receive a written decision of the Board of Public Utilities by certified mail within 15 calendar days days following the appeal hearing. The City Council has designated the Board of Public Utilities as the appropriate governing body to decide on the appeal pursuant to Section 10010 of the Public Utilities Code. The determination of the Board of Public Utilities will be the final decision.