

ELECTRIC RULE 21

DISPUTED BILL APPEAL PROCESS

- A. Customers who believe their utility bill is in error must first contact the Customer Services Division by telephone, in writing, ~~or in person~~, by electronic mail, or on any RPU Utility mobile or webpage forms, within ~~five~~ ten 10 calendar days after receiving their bill ~~and initiate a complaint or request an investigation concerning 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 investigation 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 complaint or request for investigation 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 Services Division, the Customer believes the bill is still incorrect, the Customer must, within ~~ten~~ 10 calendar days after receiving the explanation from the Customer Service Division, contact the Customer Services Manager, or Customer Services Supervisor by telephone, in writing, or in person, by electronic mail, or on any RPU Utility mobile or webpage forms ~~phone or send a written statement regarding the disputed billing dispute to the Customer Services Manager, 3460 3901 Orange Street, Riverside, CA 92501 CallCenter@RiversideCa.gov (951) 782-0330 telephone number~~.
- C. A Review Manager will be designated to conduct an investigation of the Customer's billing dispute. The Review Manager will be the Customer Services Manager, or Customer Services Supervisor, and the investigation may involve other staff at a higher level in the organization Utility. The investigation will include consideration of whether the Customer may amortize the unpaid balance over a reasonable period of time, not to exceed 12 months, but usually over a shorter time period. The results of this determination the investigation will be communicated to the Customer in writing within 10 calendar days.
- D. If the disputed bill is not resolved, the Any Customer, whose complaint or request for investigation regarding a bill for utility service results in an adverse determination by the Review Manager, may appeal such determination, after receiving the explanation from the Review Manager, by sending a written statement telephone, in writing, or in person, by

~~electronic mail, or on any RPU Utility mobile or webpage forms~~ within 10 calendar days ~~following of~~ mailing of the ~~results of the investigation. The appeal should state explanation setting forth~~ the reasons why the Customer believes the ~~investigation bill~~ is incorrect. The Customer must send this ~~statement appeal~~ to the Assistant General Manager, ~~Finance of the Public Utilities Customer Service/Business Services, 3901 Orange Street~~ 3750 University Avenue, 5th Floor, Riverside, CA 92501, ~~or CallCenter@RiversideCA.gov~~ {email address}, ~~or~~ ~~telephone number~~ (951) 782-0330.

Upon timely receipt of the written ~~statement appeal~~, the ~~Assistant General Manager/Director, Finance of the Public Utilities~~ or his ~~representative 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 billing dispute is not satisfactorily resolved with the Assistant General Manager, Finance of Public Utilities or his/her representative, the Customer may request a review by the Public Utilities Director General Manager by telephone, in writing, or in person, by electronic mail, or on any RPU mobile or webpage forms sending a written statement within five ten days of mailing the Assistant General Manager's, Finance determination to: Public Utilities Director General Manager, 3901 Orange Street 3750 University Avenue, 5th Floor, Riverside, CA 92501. Upon timely receipt of this written statement, the Public Utilities Director General Manager will make his the determination review and respond communicate said determination to the Customer in writing within ten days.~~

E. If the Customer is not satisfied with the determination of the Director, or designee, findings of the Public Utilities Director General Manager, the Customer may appeal to the Board of Public Utilities. The appeal must be submitted either by telephone, in writing, or in person, by electronic mail, or on any RPU Utility mobile or webpage forms in writing to the Public Utilities Director Director General Manager, as Secretary of the Board of Public Utilities, together with the reasons for the dispute of the bill within ten 10 calendar days following mailing of the Public Utilities Director's General Manager Director's determination response. In the absence of a timely filed appeal, the decision of the Director General Manager will be final. Upon receipt of a timely appeal, a hearing will be held 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 Board meeting appeal 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 shall be delivered to the Customer by personal delivery or by personal delivery or certified mail within fifteen 15 calendar days following the appeal hearing. The decision of the Board of Public Utilities is subject to appeal to the City Council pursuant to Section 10010 of the Public Utilities Code, 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 decision of the Board of Public Utilities will shall be the final decision.

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