

ELECTRIC RULE 10—DISPUTED BILLS

A. CORRECTNESS OF BILL

If the correctness of a bill is questioned or disputed by a customer, an explanation should be promptly requested from IPUC. If the bill is determined to be incorrect, IPUC will issue corrected bill.

B. BILL REVIEW PROCEDURE

A customer who has initiated a complaint or requested an investigation shall be given an opportunity for review of his complaint.

1. After review, when a customer and IPUC agree on the amount of the bill, IPUC will determine and advise the customer: (a) if an amortization period to pay the unpaid balance is warranted or (b) the date the unpaid balance of his account must be paid. If an amortization period is warranted and agreed to by the customer, service will not be discontinued for nonpayment for any customer complying with such amortization agreement, provided the customer also keeps current his account for utility service as charges accrue in each subsequent billing period. If the customer fails to comply with such amortization agreement, service shall be subject to discontinuance for nonpayment of bills as provided Rule 11.
2. After review, when a customer and IPUC fail to agree on the amount of the bill and upon review IPUC has determined to its satisfaction that the bill is correct, IPUC will explain to the customer that:
 - a. IPUC has completed its investigation and review.
 - b. In lieu of paying the disputed bill, he may deposit with the IPUC Board of Commissioners at its local office, the amount claimed by IPUC to be due. A check or other form of remittance for such deposit should be made payable to the IPUC Board of Commissioners. A customer who is unable to deposit the full amount in dispute for a bill covering a period in excess of 90 days shall deposit an amount equal to 90 days at the average disputed charge per day of the disputed bill.
 - c. The customer shall submit the disputed bill and a statement setting forth the basis for the dispute of the amount billed. The Board will not, however, accept deposits when the dispute appears to be over matters that do not directly relate to the accuracy of the bill. Such matters include the quality of a utility's service, general level of rates, pending rate applications, and sources of fuel and power. Disputes over termination policy will be resolved in accordance with Rule 11, which does not require such a deposit.

- d. Upon receipt of the deposit, the Board will notify IPUC, review the basis of the billed amount, and advise both parties of its findings and disburse any deposit in accordance therewith.
- e. Service will not be discontinued for nonpayment of the disputed bill when deposit has been made or notice of inability to pay per Rule 5 with the Board pending the outcome of the Board's review.
- f. Failure of the customer to submit a dispute to the Board in accordance with b. and c. above will warrant discontinuance of his service in accordance with Rule 11.
- g. If, before completion of the Board's review, additional bills become due which the customer also wishes to dispute, he should follow the procedures set forth in b. and c. above with regard to the additional amounts claimed by IPUC to be due. Failure to follow the procedures in b. and c. above will warrant discontinuance of his service in accordance with Rule 11.
- h. Subsequent bills, not in dispute, rendered prior to the settlement of the disputed bill, will be due and payable in accordance with Rules 9 and 11.