



**SECTION NO. 12
ADMINISTRATIVE AND HEARING REQUIREMENTS**

A. Customer Service Complaints

1. The Company will make a full and prompt investigation of each service complaint made by one of its Customers, whether made directly to the Company or through the ACC.
2. Within five (5) business days after a complaint is made, the Company shall respond to the complainant and, if applicable, to the ACC representative regarding the status of the Company's investigation of the complaint.
3. The Company shall notify the complainant and, if applicable, the ACC representative of the final disposition of each complaint. Upon request of the complainant or the ACC representative, the Company will report the findings of its investigation in writing.
4. The Company shall inform the Customer of the right to file an informal complaint with the ACC, under subsection (C)(1), if the Customer is dissatisfied with the results of the Company's investigation or the final disposition of the Complaint.
5. The Company shall:
 - a. Create a record of each service complaint received including at a minimum, the following date:
 - i. Name and address of the Customer;
 - ii. Service address at issue, if different from the Customer's address;
 - iii. Date and nature of complaint;
 - iv. Disposition of the complaint;
 - v. A copy of any correspondence between the Company, the Customer, an ACC representative; and
 - b. Maintain each service complaint record for at least one (1) year after final disposition of the complaint and make the record available for inspection by the ACC upon request.

B. Customer Bill Disputes

1. A Customer who disputes a portion of a bill rendered for gas service shall, prior to the due date for the bill, pay the undisputed portion of the bill and notify a representative of the Company that the unpaid amount is in dispute.

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2. Upon receipt of the Customer's notice of dispute, the Company will:
 - a. Within five (5) business days after receiving notice of the dispute, provide the customer confirmation that the dispute has been received;
 - b. Initiate a prompt investigation as to the source of the dispute;
 - c. Withhold termination of service until the investigation is completed and the Customer has been informed of the results of the investigation;
 - d. Notify the Customer of the results of the investigation and final disposition of the bill dispute, in writing if requested by the Customer; and
 - e. Inform the Customer of the right to file an informal complaint with the ACC, under subsection (C)(1), if dissatisfied with the results of the Company investigation or final disposition.
3. Once the Customer has received the results of the Company's investigation, the Customer shall, within five (5) business days, submit payment to the Company for any disputed amounts. Failure to make full payment will be grounds for termination of service.

C. ACC Resolution of Service and/or Bill Disputes

1. If a Customer is dissatisfied with the outcome of the Company's investigation or final disposition of a service or bill dispute, the Customer shall file with the ACC a written statement of dissatisfaction which shall be deemed an informal complaint against the Company.
2. Within thirty (30) days after receiving an informal complaint against the Company, a Commission representative shall attempt to resolve the dispute through communications with the Company and the Customer (written or telephonic or both). If resolution of the dispute is not achieved within twenty (20) days of the ACC representative's initial effort, the ACC will hold a mediation regarding the dispute, in accordance with the following:
 - a. A Commission representative shall preside over the mediation, and the participants shall be the Customer and the Company.
 - b. Each participant may be represented by legal counsel, at the participant's own expense, if desired;
 - c. The mediation may be recorded or held in the presence of a stenographer;
 - d. Each participant shall have the opportunity to present written or oral material to support the participant's position;

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- e. Each participant shall have the opportunity to cross-examine the other participant, and the Commission representative shall have the opportunity to examine each participant.
 - f. The ACC's representative shall render a written decision to all parties within five (5) business days after the date of the informal hearing. The written decision of the ACC's representative is not binding on any of the parties and the parties shall retain the right to make a formal complaint to the ACC.
- 3. The Company shall implement normal termination procedures if the Customer fails to pay all undisputed bills rendered during the resolution of the dispute by the ACC.
 - 4. The Company will maintain a record of written statements of dissatisfaction and their resolution for at least one (1) year and shall make such records available for ACC inspection upon request.

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