

TRUCKEE DONNER PUD – DISPUTED BILLS AND APPEALS

5.16.010 Disputed Bills – Electric or Water

5.16.010.1 A customer may request an investigation of their bill or request an extension of the payment period of a bill asserted to be beyond the means of the customer to pay in full during the normal period for payment. The request shall be reviewed by a manager of the District. Billing disputes exclude routine questions about consumption or payment agreements.

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5.16.010.2 After notification that a dispute exists, the District shall make an appropriate investigation and shall report the result to the customer within 10 working days. 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 not to exceed 24 months. No termination of service shall be effected for any customer complying with an amortization agreement, if the customer also keeps the account current as charges accrue in each subsequent billing period.

If the customer does not comply with the amortization agreement, it will be considered non-payment and the District will immediately mail a Final Notice to the customer and proceed with termination according to Section 5.12.010.4(A) through (I) above.

No termination of service shall occur as a result of non-payment during a pending investigation of a customer dispute or complaint.

5.16.030 Appeals

5.16.030.1 Any applicant or customer who is dissatisfied with any determination made under these rules, may at any time within 30 days after such determination is made, appeal to the Board of Directors of the District by giving written notice to the Clerk of the District setting forth the matter upon which appeal is sought.

5.16.030.2 The General Manager shall then conduct an investigation and develop a staff report on the disputed matter.

5.16.030.3 At the next regular Board meeting, the General Manager shall agendaize an action item concerning this appeal and the results of the investigation. The Board shall make a determination of the appeal during the Board meeting, and its determination shall be final and conclusive.

5.16.030.4 Pending a decision pursuant to an appeal under this rule, regarding any dispute concerning amounts for charges, the customer taking such appeal shall pay the full amount of the charges which shall be deemed paid under protest. Any charge or amount previously paid under protest will be refunded if the Board of Directors determines that the charge was wrongfully made.

5.16.030.5 A copy of the above investigation and appeal procedures is available at the Customer Services counter or on the District's website.