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I.P.U.C. No.
Cancelling

I.P.U.C. No. 1

Original Sheet No.

IDAHO PUBLIC UTILITIES COMMISSION

APPROVED 5-31-Per Order 19 83
No. 18094

EFFECTIVE 5-31 19 83

Myra J. Hallen
Secretary

Name of Utility

SUNBEAM WATER COMPANY

RESIDENTIAL SERVICE

Monthly Minimum Charge

\$ 12.00

Commodity Charge per 1,000 Gallons
over 12,000 Gallons

\$ 1.20 per
1000 Gallons

Issued Per Commission Order 18094 19 Effective 5-31 19 83

Issued by SUNBEAM WATER COMPANY

By Alan J. Frew

Title Water Master

JAN 18 '83

JAN 19 '83

SUNBEAM WATER COMPANY

Theresa J. Shattara SECRETARY

TARIFF

EFFECTIVE DAY FOLLOWING APPROVAL

Monthly Minimum Charge	\$7.50
Commodity Charge per 1,000/gallons over 5,769 gallons	1.30 per 1,000 gallons

The deposit and termination rules adopted by the Idaho Public Utilities Commission are applicable to this Tariff.

1. RESIDENTIAL DEPOSIT AND GUARANTEE PRACTICES
OF NATURAL GAS, ELECTRIC AND WATER UTILITIES

As used in rules 1.1 through 1.14:

"Utility" or "public utility" means any natural gas, electric, or water public utility subject to the jurisdiction of the Idaho Public Utilities Commission;

"Deposit" means any payment held as security for future payment or performance which is reimbursable after the customer establishes good credit.

1.1 Deposit Requirements

No utility shall demand or hold any deposit from any current or prospective residential customer without proof that the customer is likely to be a credit risk or to damage the property of the utility. A history of late payment or lack of previous history with the utility shall not, in itself, constitute such proof. A utility shall assume that an applicant for service is a satisfactory credit risk unless it can demonstrate otherwise according to the following criteria:

(a) The applicant has outstanding a prior service account with the utility or any other utility operating in Idaho which accrued within the last four years and at the time of application for service remains unpaid and not in dispute; or,

(b) Within the past four years, the applicant's service from any utility has been terminated due to one of the following: nonpayment of an account not in dispute; fraud or misrepresentation; or failure to reimburse the company for damages due to negligent or intentional acts of the customer.

If an applicant for service or an existing customer has sought any form of relief under the Federal Bankruptcy Laws, has been brought within the jurisdiction of the bankruptcy court for any reason in an involuntary manner, or has had a receiver appointed in a state court proceeding, then deposit may be demanded as allowed by the Federal Bankruptcy Act of 1978, and, in particular, 11 USC § 366.

1.2 Other Standards Prohibited

A utility shall not require a deposit or other guarantee as a condition of new or continued utility service based upon residential ownership or location, income level, employment tenure, nature of occupation, commercial credit records, race, creed, sex, age, national origin, marital status, number of dependents, or any other criterion not authorized by these rules. Rules approved by this Commission shall be applied uniformly.

1.3 Guarantee in Lieu of Deposit

In lieu of a deposit required by these rules, a utility shall accept the written guarantee of a responsible party as surety for a customer service account. For the purpose of this rule, a current customer of the utility with twelve months prior good credit is presumed to be a "responsible party."

The guarantee form used by each utility must be filed with and approved by this Commission. A guarantee approved in accordance with these rules shall conform to the following conditions:

(a) It shall be in writing.

(b) It shall state the terms of the guarantee, the maximum amount guaranteed, and that the utility shall not hold the guarantor liable for sums in excess of that amount.

(c) The maximum amount guaranteed shall not exceed the amount of the deposit which would have been charged the applicant.

(d) The guarantor shall be released from his obligation when the customer has achieved payment of his account for 12 consecutive months from the date of signing the guarantee.

1.4 Written Notice

If the utility denies service or requires a cash deposit or written guarantee as a condition of providing service, then it must immediately provide a written notice to the applicant stating the precise facts upon which it bases its decision and provide the applicant with an opportunity to rebut such facts.

1.5 Amount of Deposit

A deposit required as a condition of service shall not exceed one-sixth the amount of reasonably estimated billing for one year at the then current rates. This estimate is to be based upon the use of service at the premises during the prior year or upon the type and size of customer's equipment utilizing the utility's service.

The utility shall provide the applicant an opportunity to pay the deposit in three installments. The applicant shall be allowed to sign an agreement to pay one-third of the deposit amount at the time of the application, with the remaining two installments payable within two months.

1.6 Interest on Deposits

Interest at the legal interest rate specified in *Idaho Code* § 28-22-104, will be payable on all deposited amounts. Interest will accrue from the date the deposit or deposit installment is

made until the date of deposit refund or application to customer's utility bill.

In case service is discontinued temporarily at the request of a customer who elects to leave the deposit with the utility for future use as a deposit, such amount shall cease to draw interest until service has been restored.

1.7 Return of Deposit

Upon termination of service, the deposit, with accrued interest, shall be credited to the final bill, and the balance shall be returned promptly to the customer. The deposit, with accrued interest, will be refunded promptly by the utility upon satisfactory payment by the customer of all proper charges for utility service for a period of 12 consecutive months. Payment is satisfactory if made prior to the termination of service. The utility may withhold the release of the deposit pending the resolution of a termination dispute, continuing to pay interest at the annual rate established herein if the resolution is in the customer's favor.

1.8 Transfer of Deposit

Deposits shall be nontransferable from one customer to another customer.

When a customer of whom a deposit may be required transfers his service to a new location within the same utility's service area, the deposit and any outstanding balance shall be transferred to the account for the new location.

1.9 Receipt for Deposit

Each customer posting a deposit or a deposit installment shall receive in writing at the time it is made a receipt which contains the following information:

- (a) Name of customer and location of service address for which deposit is held.
- (b) Place of payment(s).
- (c) Date of payment(s).
- (d) Amount of payment(s).
- (e) Statement of the terms and conditions governing the receipt, retention and return of deposits.

Each utility shall provide means whereby a customer entitled to a return of his or her deposit is not deprived of a refund even though he or she may be unable to produce the original receipt(s) for the deposit.

1.10 Records of Deposits

The utility shall maintain a detailed record of all deposits received from customers, showing the name of each customer, the location of the premises occupied by the customer at the time of making the deposit and each successive location occupied by the customer while the deposit is retained, and the date(s) and amount(s) of the deposits or installments.

The utility shall retain these records for the length of time necessary to comply with the Commission's rules and regulations; provided the utility shall retain these records for not less than six years.

1.11 Upon Sale or Transfer of a Utility

Upon the sale or transfer of any utility, or one or more operating units thereof, the seller shall file with the Commission, a list showing the names of all customers served by such utility (or such unit or units) who have to their credit a deposit, the date such deposit was made and the amount thereof.

1.12 Return of Deposits Currently Held

Any deposits now held by a utility and not in accordance with these rules shall be returned to the customer within ninety days of the effective date of these rules.

1.13 Exemption

If hardships result from the application of any of these deposit rules, or if unusual difficulty is involved in immediately complying with any of these deposit rules, application may be made by a utility or a customer to the Commission for permanent or temporary exemption from its provision, but such application for exemption shall be supported by full and complete justification for such action.

1.14 Prohibition

A utility shall neither discriminate against nor penalize, in any way, a customer for exercising any right granted by these rules.

2. NON-RESIDENTIAL SERVICE DEPOSIT AND GUARANTEE PRACTICES BY NATURAL GAS, ELECTRIC AND WATER UTILITIES

As used in Rules 2.1-2.13:

"Non-residential" means all utility customers except residential, industrial, large commercial or irrigation customers;

"Deposit" means any payment held as security for future payment or performance which is reimbursable after the customer establishes good credit.

2.1 Deposit Standards

A utility may require a deposit as a condition of service for any of the following reasons only:

(a) The applicant has outstanding a prior service account with any utility which accrued within the past four years and at the time of application for service remains unpaid and not in dispute.

(b) Within the past four years the applicant's service from any utility has been terminated by the utility without request by the applicant for one of the following reasons: nonpayment of an account not in dispute; fraud or misrepresentation; failure to reimburse the company for damages due to negligent or intentional acts of the customer.

(c) The applicant is applying for service for the first time from that utility.

(d) The customer fails to pay his account on or before the date such payment is delinquent.

(e) If the customer has sought any form of relief under the federal bankruptcy laws or is brought within the jurisdiction of the bankruptcy court for any reason in an involuntary manner, or if a receiver is appointed in a state court proceeding involving the customer, then deposit may be demanded as allowed by the Federal Bankruptcy Act of 1978, and, in particular, 11 USC § 366.

2.2 Guarantee in Lieu of Deposit

In lieu of a deposit, a utility may accept the written guarantee of a responsible party as surety for a customer service account.

The guarantee form used by each utility must be filed with and approved by this Commission. A guarantee approved in accordance with these rules shall conform to the following conditions:

(a) It shall be in writing and a copy of the currently Commission-approved guarantee form shall be maintained at the Commission offices.

(b) It shall state the terms of the guarantee, the maximum amount guaranteed, and that the utility shall not hold the guarantor liable for sums in excess of that amount.

(c) The maximum amount guaranteed shall not exceed the amount of the deposit which would have been charged the applicant.

(d) The guarantor is released from his obligation when the customer has achieved payment of his account for twelve consecutive months.

2.3 Written Notice

If the utility denies service or requires a cash deposit or written guarantee as a condition of providing service, then it must immediately provide written notice to the applicant stating the precise facts upon which it bases its decision and provide the applicant with an opportunity to rebut such facts.

2.4 Amount of Deposit

A deposit required as a condition of service shall not exceed the amount of the reasonably estimated billing for two months' peak season use at the then current rates.

The utility may provide the applicant an opportunity to pay the deposit in three installments. The applicant may be allowed to pay one-third of the deposit amount at the time of application, with the remaining installments payable within two months.

2.5 Interest on Deposits

Interest at the legal interest rate specified in *Idaho Code* § 28-22-104 will be payable on all deposits. Interest will accrue from the date the deposit or first deposit installment is made until the date of deposit refund or application to customer's utility bill.

In case service is discontinued temporarily at the request of a customer who elects to leave the deposit with the utility for future use as a deposit, such amount shall cease to draw interest until service has been restored.

2.6 Return of Deposit

Upon termination of service, the deposit, with accrued interest, shall be credited to the final bill, and the balance shall be returned promptly to the customer. The deposit, with

accrued interest, will be refunded promptly by the utility upon satisfactory payment by the customer of all proper charges for utility service for a period of twelve consecutive months. Payment is satisfactory if made prior to the discontinuation of service. The utility may withhold the release of the deposit pending the resolution of a termination dispute, continuing to pay interest at the annual rate established herein if the resolution is in the customer's favor.

2.7 Transfer of Deposit

Deposits shall be nontransferable from one customer to another customer.

2.8 Receipt for Deposit

Each customer posting a deposit shall receive in writing at the time it is made a receipt which contains the following information:

(a) Name of customer and location of service address for which deposit is held.

(b) Place of payment(s).

(c) Date of payment(s).

(d) Amount of payment(s).

(e) Statement of the terms and conditions governing the deposit receipt, retention and return.

Each utility shall provide means whereby a customer entitled to a return of his or her deposit is not deprived of the refund even though he or she may be unable to produce the original receipt(s) for the deposit.

2.9 Records of Deposits

The utility shall maintain a detailed record of all deposits received from customers, showing the name of each customer, the location of the premises occupied by the customer at the time of making the deposit and each successive location occupied by the customer while the deposit is retained, the date(s) and amount(s) of the deposits or installments.

The utility shall retain these records for the length of time necessary to comply with the Commission's rules and regulations; provided the utility shall retain these records for not less than six years.

2.10 Upon Sale or Transfer of a Utility

Upon the sale or transfer of a utility, or one or more operating units thereof, the seller shall furnish the Commission a list showing the names of all customers served by the utility (or such unit or units) who have to their credit a deposit, the date such deposit was made and the amount thereof.

2.11 Return of Deposits Currently Held

Any deposits now held by a utility and not in accordance with these rules shall be returned to customers within ninety days of the effective date of these rules.

2.12 Exemption

If hardships result from the application of any of these deposit rules, or if unusual difficulty is involved in immediately complying with the rule, application may be made by a utility or a customer to the Commission for permanent or temporary exemption from its provisions, but such application for exemption shall be supported by full and complete justification for such action.

2.13 Prohibition

A utility shall neither discriminate against nor penalize, in any way, a customer for exercising any right granted by these rules.

3. TERMINATION OF SERVICE RULES FOR
NATURAL GAS, ELECTRIC AND WATER UTILITIES

3.1 Grounds for Termination of Service with Prior Notice
to the Customer

A utility may terminate service to a customer without his permission, but only after adequate notice has been given in accordance with these rules, for one or more of the following reasons:

(a) Nonpayment of delinquent bills. The utility shall require that bills for service be paid within a specified time after issuance. The minimum specified time shall be fifteen days. Upon the expiration of said specified time without payment, the bill may be considered delinquent. When a customer certifies in writing to the utility that payment within the time specified above creates a hardship due to the particular date on which he or she receives funds, the time specified above shall be extended from fifteen days to thirty days.

(b) Failure to make a security deposit, an installment payment on a deposit, or a guarantee, where such is required.

(c) Failure to abide by the terms of a payment arrangement.

(d) Misrepresentation of identity for the purpose of obtaining utility service.

(e) Unauthorized interference, diversion, or use of the utility service situated or delivered on or about the customer's premises.

(f) Violation of any other rules of the utility on file with and approved by the Commission which adversely affects the safety of the customers or other persons, or the integrity of the utility's delivery system.

(g) Determination by the Commission as prescribed by relevant State or other applicable standards or after individual hearing upon application of any person that the customer is willfully wasting service through improper equipment or otherwise.

3.2 Prior Notice

If the utility has grounds to terminate service under Rule 3.1 and intends to exercise its right of termination under that rule, the utility shall send to the customer written notice of termination mailed at least seven calendar days prior to termination, except in the case of failure to abide by a payment arrangement, in which case only five days' notice must be given. This five day notice does not apply to the initial payment due under a payment arrangement.

If services are not terminated within five working days after the proposed termination date, and the matter is not the subject of a pending complaint filed with this Commission, the utility shall again make a diligent attempt to contact the customer, either in person or by telephone, to apprise him of the proposed action, and actual termination will not take place until a minimum of twenty-four (24) hours after notice or after said diligent attempt to notify has been completed.

The seven days' written notice requirement shall not apply in those cases where a customer tenders payment pursuant to Rule 3.6 with an NSF check. In this case, the utility shall make a diligent attempt to contact the customer, either in person or by telephone, to apprise him or her of the proposed action, and actual termination will not take place until a minimum of twenty-four hours after notice or after said diligent attempt to notify has been completed. The notice shall state:

(a) The reason(s), citing these rules, and date for termination.

(b) Actions the customer may take to avoid termination.

(c) That a physician's certificate (or other notice, as stated in Rule 3.4) to the existence of a medical emergency may delay termination.

(d) That an informal or formal complaint concerning the termination may be filed with this Commission.

(e) That service will not be terminated prior to the resolution of such a filed complaint. (If the resolution is in favor of the utility, the Commission shall set the date of termination.)

(f) A bold-print notice of the utility's willingness to make payment arrangements to assist customers having difficulty paying their utility bills will be sent with the termination notice.

At least twenty-four hours prior to actual termination, a representative of the utility shall diligently attempt to contact the customer affected, either in person or by telephone, to apprise him or her of the proposed action and steps to take to avoid or delay termination. This oral notice shall contain the same information required above for written notice. Except as provided in this rule or in cases covered by Rule 3.3, no gas or electric utility shall terminate service to any customer during the months of December, January or February without first having made contact, either in person or by telephone, with an adult member of the customer's household or with a third party designated by the customer in accordance with Rule 3.2A and giving and explaining all of the information required to be given in the

written notice. Each utility shall maintain clear, written records of these oral notices, showing dates and utility employees giving the notices.

Except as provided in Rule 3.3, during the months of December, January and February, no gas or electric utility shall terminate service to a customer who agrees to make payment arrangements. These payment arrangements, at the option of the customer, may be in the form of a "level-pay" plan which will equalize monthly payments of all arrears and anticipated future billings over a period of not less than one year, but no customer agreeing to a reasonable payment arrangement is required to choose this plan.

The first payment under the arrangement will be due one business day after the arrangement, unless the utility grants an extension. If the initial payment is not made, or if an NSF check is offered as payment, the utility may terminate service upon 24-hour notice to the customer. When a utility has not contacted a customer concerning termination, but has contacted the customer's third party designated under Rule 3.2A, if the customer whose third party was contacted has not contacted the utility and agreed to a reasonable payment arrangement within two business days after the third party was contacted, the utility may treat the customer as one who has been contacted and has declined to enter into a reasonable payment arrangement.

Except as provided in Rule 3.3, during the months of December, January and February, no gas or electric utility shall terminate service to a customer unless an employee of the utility certifies (a) that an adult member of the customer's household or the designated third party has been contacted and to the best of the employee's knowledge and belief there are no minors, elderly or infirm in the customer's household, stating the employee's reasons for holding this belief, (b) that neither an adult member of the customer's household nor the designated third party has been contacted, but to the best of the employee's knowledge and belief there are no minors, elderly, or infirm in the household, stating the employee's reasons for holding this belief, or (c) that to the best of the employee's knowledge and belief, the property is abandoned, stating the employee's reason for holding that belief.

3.2A Third Party Notification - Reporting to Commission

Each gas or electric utility shall provide a program for its residential customers known as Third Party Notification. Under this program, the utility will, at the request of the customer, notify a third party designated by the customer by forwarding a duplicate termination notice to the designated third party. The third party will be under no obligation to pay the bill, but as provided in Rule 3.2, no customer can be considered to have refused to enter a payment arrangement unless either the customer or the designated third party has been given notice of the proposed termination of service and of the customer's opportunity to make payment arrangements.

Not less than one business day before the utility intends to terminate service to a customer, the utility must place on a list to be kept in its local business office the names and addresses of customers whose service is scheduled to be terminated. This list shall be available for inspection by state and local government agencies. During the months of December, January and February, this list shall be transmitted on each business day to any of these agencies requesting a copy of the list.

Written information on accounts actually terminated during the months of November, December, January, February and March shall be furnished to the Commission as soon as possible following termination. This information must identify each account terminated and state the reason(s) for termination of service. The Commission or its designated staff members may order reconnection of service when reconnection is appropriate.

3.3 Grounds for Termination of Service, Without Prior Notice

A utility may terminate service without prior notice as specified in Rule 3.2 above only:

- (a) If a condition immediately dangerous or hazardous to life, physical safety, or property exists;
- (b) Upon order by any court, the Commission, or any other duly authorized public authority; or,
- (c) If such service is obtained fraudulently or without the authorization of the utility.

A utility may terminate service if it has tried diligently to meet the notice requirements of these rules but has been unsuccessful in its attempts to contact the customer affected.

3.4 Medical Emergency/Medical Facilities

A utility shall postpone termination of utility service to a residential customer for thirty days from the date of the receipt of the following items:

- (a) A certificate by a licensed physician or public health official which states that termination of utility services will aggravate an existing medical condition or create a medical emergency for the customer, a member of his family, or other permanent resident of the premises where service is rendered. Such postponement may be renewed for an additional thirty-day period upon receipt by a gas or electric utility of an additional medical certificate prior to the expiration of the original thirty-day postponement. This notice or certificate of medical emergency must be in writing and show clearly the name of the person whose medical emergency would be adversely affected by termination, the

nature of the medical emergency, and the name, title, and signature of the person giving notice of or certifying the medical emergency; and

(b) A certificate signed by the customer stating that:

- (1) He or she is unable to pay for such service in accordance with the requirements of the utility's billing; or
- (2) He or she is able to pay for such service, but only in installments.

Prior to expiration of the medical postponement, the customer will make payment arrangements with the utility in accordance with Rule 3.7 of these rules.

Where service is provided to a medical care facility, including a hospital, medical clinic with resident patients, nursing home, intermediate care facility or shelter care facility, notice of pending termination shall be provided to the Commission as well as to the customer. Upon request from the Commission or its Staff, a delay in termination of no less than five business days from the date of notice shall be allowed so that the Commission may take whatever steps are necessary in its view to protect the interests of patient residents therein.

3.5 Insufficient Grounds for Termination

No customer shall be given notice of termination nor shall he or she be terminated if:

(a) The customer's unpaid bill cited as grounds for termination totals less than \$25.00 or two months' charges for service, whichever is less.

(b) The unpaid bill cited as grounds for termination is for utility service to any other customer, or for any other class of service.

(c) The reason for termination cited is failure to pay on a written guarantee. (See Rules 1.3 or 2.2).

(d) An unpaid bill results from the purchase of non-utility goods or services.

3.6 Other Restrictions on Termination

Service shall not be terminated on any Friday after 12:00 noon, or on Saturday, Sunday, legal holidays recognized as such by the State of Idaho, or after 12:00 noon on any day immediately preceding any such legal holiday, or at any time when the utility's business offices are not open for business. Service may be terminated only between the hours of 8:00 A M and 4:00 P M.

Each utility shall have personnel available after the time of termination authorized to reconnect service if the conditions cited as grounds for termination are corrected to the utility's satisfaction and upon payment of the reconnection charge specified in the utility's filed tariffs.

Immediately preceding termination of service, the employee designated to perform such function shall identify himself or herself to the customer or other responsible adult then upon the premises and shall announce the purpose of his or her presence.

This employee shall have in his or her possession the past due account record of the customer and request any available verification that the outstanding claims are satisfied or currently in dispute before this Commission. Upon presentation of such evidence, service shall not be terminated. The employee shall be authorized to accept full payment, or, in the discretion of the utility, partial payment, and in such case shall not terminate service.

Where service is provided to a residence and the account is in the name of one who does not reside in the residence, the utility, prior to termination, shall afford the person or persons receiving service notice and a reasonable opportunity to negotiate directly with the utility and to purchase service in their own names.

The employee of the utility designated to perform the termination of service shall leave in a conspicuous location at the service address affected a notice showing his or her Company employe number, the time of and grounds for termination, steps to be taken to secure reconnection, and the telephone numbers of utility personnel or other authorized representatives who are available to authorize reconnection.

No termination may be made while a complaint filed pursuant to Rule 4.2, is pending before this Commission.

3.7 Payment Arrangements

When a customer cannot pay a bill in full, the utility may continue to serve the customer if the customer and the utility can agree on a reasonable portion of the outstanding bill to be paid immediately, and the manner in which the balance of the outstanding bill shall be paid.

In the case of elderly or handicapped customers who are physically unable to come to the utility's local office to make payment arrangements, a gas or electric utility must, upon request by the customer, make payment arrangements over the telephone or at the customer's home.

In deciding on the reasonableness of a particular agreement, the utility will take into account the customer's ability to pay,

the size of the unpaid balance, the customer's payment history, and the amount of time and reasons why the debt is outstanding.

Customer payments are to be applied to the oldest balance of the amount subject to termination except in the case of a disputed bill, in which case payments are to be applied to the oldest undisputed amount.

If a customer fails to make the payment agreed upon by the date that it is due, the utility may, but is not obligated to, enter into a second such agreement.

No such agreement or settlement shall be binding upon a customer if it requires the customer to forego any right provided for in these rules.

3.8 Exemptions

If hardships result from the application of any of these termination rules, or if unusual difficulty is involved in immediately complying with any of these rules, application may be made by any utility to the Commission for permanent or temporary exemption from its provision, but such application shall be supported by full and complete justification for such action.

4. COMPLAINT PROCEDURE FOR SERVICE DEPOSIT
AND TERMINATION PRACTICES OF
NATURAL GAS, ELECTRIC AND WATER UTILITIES

4.1 Complaint to Utility

A customer may complain at any time to the utility about any deposit or written guarantee required as a precondition to service or about any termination notice, and may request a conference thereon; provided, that this provision does not affect any statute of limitation that might otherwise apply. Such complaints may be made in person, in writing, or by completing a form to be made available from the utility at its business offices. A complaint shall be considered filed upon receipt by the utility. In making a complaint, or request for conference, the customer shall state at a minimum, his or her name, service address, and the general nature of the complaint.

Upon receiving each such complaint or a request for conference, the utility shall promptly, thoroughly and completely investigate such complaint, confer with the customer when requested and notify, in writing, the customer of the results of its of the complaint after having made a good-faith attempt to resolve the complaint.

Such written notification shall advise the customer that he may request a review of such proposed disposition by the Commission, and that a copy of any such request must be sent to the utility.

The utility shall not terminate service based upon the subject matter of the complaint while investigating the complaint nor until five calendar days after mailing a written notification of the outcome of the investigation.

4.2 Review

If a customer who has complained to a utility is dissatisfied with a utility's proposed disposition of the complaint, he or she may request the Commission in writing to informally review the disputed issue and the utility's proposed disposition thereof. Such request shall certify that the customer has also sent a copy of his request for review to the utility involved.

The Commission shall process such request as an informal complaint pursuant to the Commission's Rules of Practice and Procedure; utility service shall not be terminated in connection with the subject matter of the complaint while the complaint is pending before the Commission so long as the customer shall pay all amounts not in dispute, including current utility bills. Upon request by any party, the parties and a representative of the Commission shall be required to meet and confer to the extent and at such place as the Commission may consider to be appropriate.

4.3 Record of Complaints

Each utility shall keep a written record of complaints and requests for conferences pursuant to the rules above. Such records shall be retained at the branch office of the utility or in a respective department office thereof where such complaints were received or any conferences were subsequently held. Such written records are to be readily available upon request by the concerned customer, his agent possessing written authorization, or the Commission.

Each utility shall, at the Commission's request, submit a report to the Commission which shall state and classify the number of complaints made to the utility pursuant to the rules above, the general nature of the subject matter thereof, how received (in person, by letter, etc.) and whether a Commission review was conducted thereon.

5. APPLICATION OF RULES

Except as specifically provided in Rule 6, these Rules governing service deposit and termination practices shall not be applicable to industrial, large commercial and irrigation service customers.

