

2.10.8 Disputed Bills

In the event that a billing dispute is resolved in favor of the customer, no late payment charge will apply to the disputed amount and the customer will receive a credit equal to the overcharged amount.

(A) Interest Credit

The customer will receive an interest credit if all of the following conditions exist:

1. The customer must notify the Company of the dispute and provide sufficient documentation to support the claim within 10 working days from the date the Company is notified of the dispute.
2. The documentation furnished by the customer must include:
 - a clear and full explanation of the basis of the dispute,
 - the account number under which the bill has been rendered,
 - the date of the bill, and
 - details sufficient to identify the specific amounts and items in dispute.
3. The customer must have paid the total amount billed in dispute.
4. The billing dispute must be resolved in favor of the customer.