

UTILITIES RULES AND REGULATIONS

GENERAL

Other Rights, Limitations, and Obligations – cont'd

following procedure, unless otherwise provided for in ordinances or resolutions. The process consists of a mandatory first step of an Informal Review and, if the Customer or user is dissatisfied with the Informal Review, a Formal Review. A Customer or user is required to complete the dispute resolution procedure, which results in a final decision, before seeking any judicial action.

Only disputed amounts will be excluded from credit and collection activity until the dispute is resolved. Credit and collection activity will continue on any or all other amounts due.

Except as provided in this section, or in the case of a hazardous condition, during the time period of the review process regarding any reviewable dispute, the Customer's or user's service will not be terminated, and the status quo will be maintained through the review process.

No refund or credit for overcharges, or rebilling for undercharges, ordered as the result of a dispute will be issued until an order has been issued and no further review of the dispute is permitted by these provisions.

Any disputes regarding the assessment and/or applicability of residential Stormwater service fees billed by Utilities will be directed to the City and addressed by the City in accordance with applicable City Code provisions and Stormwater Enterprise rules, regulations, and policies.

2. Informal Review

As provided below, the Customer or user shall proceed with the required Informal Review in one of two methods: (a) the Customer or user shall seek an informal review with Utilities or, in lieu thereof, (b) seek informal review through the Colorado Springs Better Business Bureau (BBB). The purpose of the informal review process is to review whether Utilities properly applied its ordinances, Tariffs, regulations, policies or procedures with regard to a particular situation. In no event is the informal review process to be utilized to negotiate a settlement of the amounts due for utility services.

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