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**ELECTRIC SERVICE REGULATION NO. 1 - Continued**

**9. INFORMAL AND FORMAL REVIEW (continued)**

**(d) Commission Review**

If the Company has proposed that the complaint be dismissed from informal review for lack of merit and the Division concurs in the disposition, if either party has rejected mediation or if mediation efforts are unsuccessful and the Division has not been able to assist the parties in reaching a mutually accepted resolution of the informal dispute, or the dispute is otherwise unresolved between the parties, the Division in all cases shall inform the complainant of the right to petition the Commission for a review of the dispute, and shall make available to the complainant a standardized complaint form with instructions approved by the Commission. The Division itself may petition the Commission for review of a dispute in any case which the Division determines appropriate. While a complainant is proceeding with an informal review or mediation by the Division or a Commission review of a dispute, no termination of service shall be permitted, provided any amounts not disputed are paid when due, subject to the Company's right to terminate service pursuant to Utah Administrative Code R 746-200-g (F), Termination of Service Without Notice.

The Commission, upon its own motion or upon petition of any person, may initiate formal or investigative proceedings upon any matter arising out of an informal complaint.

Any residential account holder who claims that the Company has violated any provision of these customer service rules, other Public Service commission rules, or company tariff or other approved company practices may utilize the informal and formal grievance procedures. If deemed appropriate, the Commission may assess a penalty.