**Section 735.190 Dispute Procedures**

a) The company shall assign one or more of its personnel in each of its offices where it transacts business with the public the duty of hearing, in person, any dispute by an applicant, customer or user. Such personnel shall consider the complainant's allegations and shall explain the complainant's account and the Company's assertions in connection therewith. Such personnel shall be authorized to act on behalf of the company in resolving the complaint and shall be available during all business hours for the duty hereinabove described.

b) If the company does not maintain an office where it transacts business in the community/exchange where the complainant resides and/or receives service, the company shall upon request meet with the customer at a mutually acceptable location in the community lacking such business office. The company shall notify the customer of its willingness to meet in the customer's exchange to resolve the dispute.

c) The company shall direct its personnel engaged in personal contact with the applicant, customer, or user seeking dispute resolution under the provisions of this Part to inform the customer of their right to have the problem considered and acted upon by supervisory personnel of the company where any dispute cannot be resolved. The company shall further direct such supervisory personnel to inform such applicant, complainant, or user who expresses nonacceptance of the decision of such supervisory personnel of their right to have the problem reviewed by the Commission and shall furnish them with the telephone number and address of the Consumer Affairs Division of the Illinois Commerce Commission.

d)

1) When a customer disputes a particular bill, the company shall not discontinue service for nonpayment so long as the customer:

A) pays the undisputed portion of the bill; and

B) pays all future periodic bills by the due date; and

C) enters into discussions with the company to settle the dispute with dispatch.

2) No late payment charge shall be charged on any disputed bill paid within fourteen (14) days of resolution of the dispute if the complaint was filed before the bill became past due.