Seattle City Light

HEARING OFFICER REVIEW

BACKGROUND

To request a review by the Hearing Officer, customers must have completed (1) the customer service review and (2) the supervisor review, and they must file an appeal in writing within five business days after completing the supervisor review.

If you have completed the first two reviews and would like to submit a dispute, this worksheet will help ensure that you've provided all the information the Hearing Officer will need to make a determination.

REQUIRED INFORMATION

Date: _____ Name: _____

Account Number: _____ Address: _____

Describe the reason for your appeal:

_____

Specify the relief/solution/credit you are requesting:

_____

Provide the dates of conversations with Customer Care representatives, including the representatives' names and the response you received or the steps that were taken:

_____

Mail this form along with any copies of bills, notes or other documents to:
Seattle City Light / Attention: Hearing Officer
700 5th Avenue, Suite 3300 / PO Box 34023 / Seattle, WA 98124-4023