

PROCEDURE
HEARING EXAMINER E-FILE SYSTEM
E-FILING A THIRD-PARTY UTILITY BILLING COMPLAINT

1. Log in to the Office of Hearing Examiner e-File System
2. Click on ***File a Third-Party Utility Billing Complaint***
3. Click ***Create***

Complaint Details Page

4. Enter the address of the rental unit that is the subject of this complaint
5. Select the type of utility bill(s) being disputed
6. Answer Yes or No (Questions #3, #4 and #5)
7. Describe the billing practices that are the basis for your complaint (Question #6)
8. Specify what you want the Hearing Examiner to do (Question #7)
9. Click on ***Continue*** once your entries are complete

Contacts Page (Note: most of the fields on this page are required.)

10. Enter all **Landlord or Billing Agent** information
11. Enter all your (tenant) information.
12. Enter all **Authorized Representative** information, if applicable. If the Authorized Representative is also the Tenant, click the ***Same as Tenant*** check box
13. Press ***Continue***

Documents Page

14. Upload any supplemental documents (such as a copy of the disputed bill) by selecting:
 - a. Browse
 - b. Locate your file
 - c. Highlight the file you want to upload
 - d. Click Open (you should see your file's name in the dialogue box)
 - e. Click Upload (your file is now listed below the **Uploaded Documents** section)
Note: You now have a delete button to the right of your uploaded document in case you want to remove it prior to submitting your appeal or other request.
 - f. Repeat steps 'a' through 'e' to upload additional documents

15. Click **Continue**

Review/Submit Page

16. Check the acknowledgement box below the *Terms and Conditions*, only after you have thoroughly reviewed your submission for accuracy and you are ready to submit your general appeal or other case type (*Please note: there are no changes allowed to this electronic submission once you click the Submit button.*)

17. Click **Submit**