



## **City of Seattle Public Utilities Notice of Rulemaking**

Under authority of Seattle Municipal Code 3.32.020, Seattle Public Utilities (SPU) proposes to revise policy/procedure CS-104, Customer Billing And Service Disputes within the Customer Service Branch—Retail, and renumber and retitle it as Director’s Rule CS-390, Dispute Escalation for Retail Customers. We ask for the public’s review and comments.

Last revised on November 1, 2005, CS-104 established the process for the initiation and consideration of, and response to billing and service disputes managed within SPU’s customer services. The current text of CS-104 can be found at <https://bit.ly/2LiqVJ2>.

Under the proposed revisions in CS-390, SPU will provide retail customers with an easily navigable process for escalating their disputes in order to help ensure fair and equitable delivery of services.

The proposed changes will:

- Include updated language that is easy to read, aligns with recently approved SPU Director’s Rules and procedures, and reflects SPU’s current practices.
- Clarify roles and responsibilities of SPU staff and customers for clearer distinctions of each step in SPU’s dispute process.
- Clarify documentation expectations, reporting, review processes, quality assurance, and roles and responsibilities.

Director’s Rule CS-390 is intended to supersede CS-104. The full text of the proposed rule CS-390 can be found at <http://www.seattle.gov/utilities/about/policies>.

Send comments in writing to:

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Deadline for comments: March 8, 2021