



# Instructions for Filing a Hearing Officer Review

To request a review by the Hearing Officer, customers must have completed (1) a representative review, (2) a supervisor review, and (3) a manager review, and they must file an appeal in writing within fifteen calendar days after completion of the manager review.

If you have finished all three reviews and would like to file an appeal, complete and mail this form to the Hearing Officer within fifteen calendar days of the manager review.

## REQUIRED INFORMATION

Date: \_\_\_\_\_ Name: \_\_\_\_\_

Account Number: \_\_\_\_\_ Address: \_\_\_\_\_

What charges are you disputing, including the exact amounts on the specific bills?

\_\_\_\_\_

Why do you think the charges are in error?

\_\_\_\_\_

What action are you requesting be taken?

\_\_\_\_\_

Provide the dates of conversations with the customer service manager, along with the managers' name, any actions they took, and their decision.

\_\_\_\_\_

Mail this form along with any copies of bills, notes or other documents to the following address:

**Seattle City Light / Attention: Hearing Officer /  
700 5th Avenue, Suite 3300 / PO Box 34023 / Seattle, WA 98124-4023**