

RULE XIII**COMPLAINTS**1. **INVESTIGATIONS:**

Upon complaint to the Water District by customers, either at its office or in writing, the management shall make or cause to be made prompt and complete investigation and it shall keep a complete record of all substantial complaints which shall show the name and address of the complainant, the date and nature of the complaint or complaints and the adjustment or disposition thereof.

2. **APPEAL PROCEDURE:**

Disposition by the Water District Management of customer complaints and the interpretation or application of any of the Rules and Regulations herein shall be final unless appealed to the Water District Board as provided in Rule XVI. Customer objection to any of the Rules and Regulations may be appealed to the Water District Board as provided in Rule XVI.

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