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