**Section 734.110 Submitting a Request for Mediation**

a) A request for mediation shall be in writing, shall be submitted to the Chief Clerk of the Commission and shall include the informal complaint number assigned by the Consumer Services Division.

b) A request for mediation shall also include:

1) A brief statement of the issues to be addressed in the mediation;

2) The billing telephone number (the telephone number associated with the dispute), billing name (the person whose name appears on the bill), and account number (the account number associated with the dispute); and

3) The specific relief requested.

c) A request for mediation may include any additional documents that the consumer believes are pertinent to the case.