

## MLGW'S DISPUTE RESOLUTION PROCESS

It is the policy of MLGW to allow the Customer of Record a process to dispute and resolve matters pertaining to his/her utility account(s). This dispute process is normally completed within 30 days or less and during the process, the customer's utility service will not be interrupted. Disputes should be presented to an MLGW representative by the Customer of Record or authorized representative. Proof such as power of attorney, designation of agent form, or other legal documents are required to determine the authorized representative. Valid identification is also required from the authorized representative. The resolution is a progressive process starting with the customer's first point of contact (i.e. Credit Counselor, Service Advisor and Commercial Resource Representative).

If resolution is not achieved at the first point of contact, customers may request to present their dispute to a Chief or Supervisor in the Customer Care Center, Commercial Resource Center, Builder Services or one of the Community Business Offices. If there is no resolution at the supervisory level, the customer may request to present their dispute to the area manager.

If there is no resolution of the dispute at the manager level, the customer is entitled to a Dispute Resolution Hearing. At this hearing, customers may present their unresolved dispute to the Manager of Customer Relations or other employee designated by the Vice President of Customer Care. Once the customer has presented their case, the customer will receive written notification of the decision within 20 business days. It is incumbent on MLGW to establish its claims by a preponderance of evidence.

The Manager of Customer Relations will monitor the resolution process and notify the Vice President of Customer Care of disputes that are not resolved within 60 days of initial receipt of the dispute in Customer Relations.

The customer dispute hearing shall represent the final step in the customer dispute resolution process. The written decision rendered in accordance with the above referenced process shall be final. No additional appeals to any other MLGW employee or agents shall be considered.

A customer's dispute of damages caused by MLGW should be submitted to MLGW's Claims Department. Please call 901-528-4621 for more details.