

# MOUNTAIN PARKS ELECTRIC, INC.

## COMMUNICATIONS / COMMUNITY POLICIES AND PROCEDURES

SUBJECT: MEMBER-CUSTOMER SERVICE	POLICY No. C-7
EFFECTIVE DATE: JANUARY 1, 2003	PAGE 1 OF 2
REVISED DATE: 8-13-13, 10-08-2020, 1/12/2023	

### I. OBJECTIVE

To set forth the Board's expectations regarding the quality of service that the Cooperative will provide to its member-customers.

### II. POLICY

The Cooperative exists to serve the electric (and other) needs of the membership and customers. Therefore, it shall be the policy of the Cooperative that all service-related practices, procedures, fee schedules and rates shall provide fair and equitable treatment and quality service for all classes of members-customers. In implementing and overseeing the administration of such practices, procedures, fee structures and rates, care shall be taken to ensure that:

- A. Member-customers are treated with respect and courtesy at all times.
- B. Members are periodically surveyed to determine their satisfaction with the quality of service, and practices and procedures. Any revisions needed to quality of service, and practices and procedures will be revised or updated as appropriate to ensure members-customers continue to be satisfied with the Cooperative's operations and services.
- C. Practices, procedures and fee schedules are consistent with all applicable laws and regulations.
- D. A due-process procedure is defined and applied in an attempt to resolve member-customer complaints, problems or disputes.
- E. Members generally understand and support all billing, collection and service termination procedures.
- F. Rates are just and equitable with regard to each rate class, and are sufficient to sustain the Cooperative's operation and financial posture and obligations.
- G. Fees charged are just and equitable.

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H. Member-customer inquiries are answered promptly, consistent with policies governing the confidentiality of certain information.

III. RESPONSIBILITY

- A. The General Manager shall be responsible for ensuring that a manual containing service rules and regulations, operating procedures, fee schedules and rates is developed and administered in accordance with this policy.
- B. The Board of Directors reserves the right to review and approve specific aspects of such a manual, including the fee schedule, rates and due process procedure for addressing member complaints or disputes.
- C. The General Manager shall periodically evaluate and make recommendations regarding these issues, and the Board of Directors shall by resolution approve (or revise) said recommendations.
- D. The General Manager shall also report on the results of member-customer surveys, as well as keep the Board regularly apprised of complaints and concerns.
- E. The Board of Directors will be responsible for the administration and compliance of this policy.

	, PRESIDENT	DATE: 1/12/2023
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