

Policy Number: C-7

Subject: Member-Customer Service

Review Requirement: 3 years

Original Issue Date: January 1, 2003

Date of Last Review: January 08, 2026

Date of Last Revision: January 08, 2026

Previous Revisions: 08/13/2013, 10/08/2020, 01/12/2023

I. OBJECTIVE

To set forth the Board's expectations regarding the quality of service that Mountain Parks Electric, Inc. (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.

The Cooperative's policy is to ensure that all service-related practices, procedures, fee schedules, and rates are administered fairly and equitably. 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. From the surveys, identified areas of improvement will be implemented as appropriate to ensure member-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 fair and equitable 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.
- H. Member-customer inquiries are answered promptly, consistent with policies governing the confidentiality of certain information.

III. RESPONSIBILITY

- A. The Chief Executive Officer (CEO) 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 CEO shall periodically evaluate and make recommendations regarding these issues, and the Board of Directors shall by resolution approve (or revise) said recommendations.
- D. The CEO 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.

APPROVED BY THE BOARD OF DIRECTORS ON JANUARY 8, 2026