

BOARD OF LIGHT AND POWER GRAND HAVEN, MICHIGAN

**SUBJECT:               Dispute and Hearing Procedure**

**POLICY:                Dispute and Hearing Procedure**

**PROCEDURE:**

**I. Dispute and Hearing Procedure:**

- A. When a bill or service is disputed by a customer the date will be recorded by Customer Service and the amount owing directly related to dispute will be exempt from penalties and normal collection procedures. The customer is responsible for payment of all other bills or portions of bills which are not in dispute.
- B. Customer Service will attempt to resolve the dispute in a manner mutually satisfactory to both parties.
- C. If the customer is not satisfied with the results he/she may then request a hearing with the General Manager.
- D. If matter is still not resolved satisfactorily, the customer may request to have the issue placed on the agenda for the Board of Directors at a regular scheduled Board Meeting.
- E. Complaints related to Michigan Public Service Commission Act, 1993 PA 3, MCL 460.1 to 460.11:
  1. A customer who believes the BLP has violated the Michigan Public Service Commission Act, 1993 PA 3, MCL 460.1 to 460.11, may file an informal complaint with BLP. Such complaint is a legal prerequisite to any suit in circuit court against BLP, and failure to file such may bar such suit.
  2. Any such complaint must be directed to the General Manager and specifically state that the Customer intends to sue, the basis for such suit, and the relief sought.
  3. Within thirty (30) days of receipt of such a complaint, a representative of BLP will meet with the Customer at the office of BLP and both parties will make a good faith attempt to determine if there is a credible basis for the complaint. If the parties agree that there is a credible basis for a complaint, BLP will take all reasonable and prudent steps necessary to bring themselves into compliance with applicable provisions of the Act within 10 days of the meeting. BLP and the customer may also enter into a compliance agreement with may include payment of a voluntary contribution to the State of Michigan low income and energy efficiency fund.

Adopted by the Board of Light & Power on January 21, 2010

Effective January 22, 2010