

Cancellation Policy

Customer Dispute Resolution Hearing requests will be canceled if:

1. Customer fails to log into the scheduled Zoom appointment time.
2. Customer(s) have two (2) appointment cancellations (rescheduling), and/or
3. MLGW is unable to contact the customer to set up an appointment time.

PLEASE NOTE:

The Customer Dispute Resolution Hearing is the **final** step in the customer dispute resolution process. The written decision issued in accordance with the above referenced process shall be final. No additional appeals to any other MLGW employee or agents shall be considered.



Customer Dispute Resolution Hearing Process



What is a Customer Dispute Resolution Hearing?

A Customer Dispute Resolution Hearing provides Memphis Light, Gas and Water customers with a process for disputing and resolving issues regarding their utility account. Customer Dispute Resolution Hearings are conducted by the Customer Advocacy area, and is the customer's opportunity to present any documentation or evidence supporting their utility account dispute. MLGW researchers will review the account to verify that the processes and procedures outlined in the MLGW Customer Care Policy Manual have been followed. During this process, the customer's utility services will not be interrupted.



How do I initiate a Customer Dispute Resolution Hearing?

The process for resolving a dispute begins with the customer's first point of contact (e.g. an MLGW Credit Counselor, MLGW Service Advisor, or MLGW Commercial Resource Representative). First-contact resolution is our goal. However, if one of our Customer Care

representatives cannot resolve your dispute at the first point of contact, the issue is then reviewed by their immediate supervisor, then the area manager.

If the dispute cannot be resolved by the respective area manager, then the customer is referred to the Customer Advocacy area for a Customer Dispute Resolution Hearing. Customers cannot schedule hearings directly with MLGW Customer Advocacy.

A Customer Dispute Resolution Hearing is not a guarantee that the resolution determined by the area manager will be overturned.

What should I expect?

Scheduling

After the Customer Advocacy area receives your Customer Dispute Resolution Hearing request, you will be contacted within 1-2 business days to schedule an appointment for your hearing. If we cannot reach the customer by phone, we will attempt to make contact via U.S. Mail. If the customer does not respond within seven business days of the contact letter, the hearing request will be canceled.

Day of your Hearing

Only the Customer of Record or authorized representative may request or participate in a Customer Dispute Resolution Hearing.

What will I need?

- All individuals participating in a Customer Dispute Resolution Hearing will need access to Zoom virtual meeting software or be able to dial-in to the virtual meeting.
- Authorized representatives must be prepared to provide the last four digits of their Social Security Number (for Residential Customers) or full tax identification number (for Business Customers).
- Any documents or evidence that may support your dispute.

After the Hearing

After the conclusion of the Customer Dispute Resolution Hearing, MLGW will review the customer's utility account, taking any of the customer's relevant testimony or supporting documentation into consideration. Once a resolution to the dispute is reached, the customer will receive written notification of the decision within 30 business days.

