

FITCHBURG GAS AND ELECTRIC LIGHT COMPANY

**DISPUTE RESOLUTION PROCEDURE REGARDING
STANDARDS OF CONDUCT BETWEEN
DISTRIBUTION COMPANIES AND THEIR COMPETITIVE AFFILIATES**

1. STATEMENT OF PURPOSE

This Dispute Resolution Procedure has been established pursuant to the requirements of 220 C.M.R. 12.03(18) in order to address complaints alleging violation of the Standards of Conduct for distribution companies and their competitive affiliates, 220 C.M.R. 12.00 *et seq.*

2. DISPUTE RESOLUTION COORDINATOR/NEUTRAL INVESTIGATOR

2.1 Fitchburg Gas and Electric Light Company ("FG&E") has designated the following Dispute Resolution Coordinator to receive and process complaints alleging violation of the Standards of Conduct:

Title: **Manager of Operations Support**
Company: **Fitchburg Gas and Electric Light Company**
Address: **285 John Fitch Highway, P.O. Box 8207
Fitchburg, MA 01420-8207**
Phone Number: **(978) 353-3234**

The Dispute Resolution Coordinator, or his/her designee, shall be responsible for coordination of the Company's Compliance program, including receipt of inquiries and complaints, maintaining the complaint log, and forwarding complaints to the Neutral Investigator. The Dispute Resolution Coordinator shall also ensure appropriate posting and notification of this procedure and will be available to respond to questions regarding the Standards of Conduct and Dispute Resolution Procedures.

2.2 FG&E has designated the following Neutral Investigator to conduct investigation of complaints:

Name: **Bruce Ellsworth**
Company: **Ellsworth Consulting Services**
Address: **46 Tamarack Road
Hopkinton, NH 03229**
Phone Number: **(603) 746-3447**

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3. FILING OF COMPLAINTS

3.1 Complaints shall be filed with the Dispute Resolution Coordinator or Neutral Investigator.

3.2 Complaints shall be in writing and shall include the following information:

- nature of the complaint and alleged violation;
- name of the companies or individuals involved;
- name of employees involved;
- dates, location, and other specifics of the claim;
- claimant's name, address and telephone number.

3.3 Claimants are encourage to file complete complaints as soon as possible after learning of an alleged violation. Failure to file complaints on a timely basis may impede the investigation of the complaint and a timely resolution. Complaints may not be investigated until receipt of a complete written complaint and all required information.

4. INVESTIGATION OF COMPLAINTS

4.1 The Neutral Investigator, or his designee, shall conduct an investigation of the complaint as soon as practicable after receipt of the completed written complaint from the claimant. This investigation may include interviews with the claimant and other witnesses, review of records and documents, and interviews with other affected parties. The purpose of the investigation shall be determine if any rule, code or regulation of the Massachusetts Department of Telecommunications and Energy has been violated by the Company or its employees.

4.2 The cost of the Neutral Investigator shall be shared equally between the Company and the person filing the complaint.

5. FINDINGS

5.1 Within 30 days of receipt of a written complaint, the Neutral Investigator or his/her designee, shall issue to the claimant the written results of the investigation.

- 5.2 If the investigation has not been completed within 30 days after receipt of the written complaint, Neutral Investigator, or his/her designee, shall issue a written statement of the results of the investigation to that point and indicate what further action may be taken.
- 5.3 The written results of an investigation shall include a description of any action taken in response to the complaint including any changes in company policies or procedures in order to safeguard a recurrence of such violation.
- 5.4 If a party is not in agreement with the written results, the party shall respond in writing to the Neutral Investigator or his/her designee as specified in the written results within 30 days detailing any errors which the party believes are contained therein.
- 5.5 The Neutral Investigator or his/her designee shall respond with a final written determination within 30 days of receipt of the complainant's detailed list. If, in the opinion of the complainant, the issues are still unresolved, the complainant has the option to complain directly to the Massachusetts Department of Telecommunications and Energy.

6. NOTICE OF RECORDKEEPING

- 6.1 This Dispute Resolution Procedure shall be posted at FG&E's offices and on the Company's Internet Website, and copies shall be made available upon request.
- 6.2 The Dispute Resolution Coordinator shall maintain a log of all Complaints and Findings.