

ACE SUBSCRIBER ORGANIZATION, LLC

DISPUTE RESOLUTION POLICY

Ace Subscriber Organization, LLC operates a shared solar facility to provide a source of renewable energy to its subscribed customers. Should a subscribed customer have a dispute resulting from the services we provide, we will work to resolve disputes for and on the behalf of our customers.

If one of our customers has a service emergency and contacts our office, the recorded message or customer service representative will direct the customer to contact the utility company.

We provide all customers with an address and a telephone number for inquiries and complaints. The telephone number is noted on each of our communications with our customers, and we offer the opportunity to speak to a customer service representative during normal business hours. Outside of normal business hours, we provide a recorded message to direct customers on how to obtain customer assistance.

Our customer services team maintain contact with customers to ensure all disputes and concerns are addressed in a timely manner. If we are unable to resolve the customer's inquiry or complaint, our customer services team will contact the utility to determine responsibility for resolving the inquiry or complaint.

If applicable, our customer services team will contact the utility directly to address all concerns to satisfy the dispute. In most cases, we can resolve and satisfy the dispute with the utility on our customer's behalf. A history of the details of the dispute is continually logged until the dispute is resolved.

If the dispute is not resolved to our customer's satisfaction, it is escalated to a customer services manager. The customer services manager will review the details of the records, interview the customer services representative who managed the dispute, and, if necessary, will contact the customer and the energy supplier to resolve the dispute. The customer services manager has full authority to issue credits when necessary, file for customer refunds, and take whatever action is necessary to resolve the dispute to our customer's satisfaction.

In the event our customer services team or customer services manager cannot resolve a dispute, we provide the customer with the toll-free telephone number and address of the State Corporation Commission. Our customer services team will follow up with a phone call and email to ensure the customer's dispute was resolved to their satisfaction. The customer services team will request confirmation of the resolution from the customer.

A history of the details of the dispute is continually logged until the dispute is resolved. We retain all customer billing and complaint records, both physically and electronically, for no less than three years. Upon request, we will provide copies of all records to a customer or the State Corporation Commission.

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