

RCA No. 13
Canceling: _____

First Revision
Original

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STATE OF ALASKA
REGULATORY COMMISSION OF ALASKA

GOLDEN VALLEY ELECTRIC ASSOCIATION, INC.

RULES AND REGULATIONS

Rule 12. Complaints by Members

12.01 Member Complaints

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Any Member who feels that the Association has violated its tariff or has otherwise not accorded them fair and equitable treatment may present his or her complaint to the Association. The Association will respond to the Member's complaint within ten (10) working days and will make every reasonable effort as allowed by regulation, tariff, policy or procedure to settle the matter in a timely manner.

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If the Association does not resolve the matter to the Member's satisfaction, the Association shall advise the Member of the address and phone number of the Commission. The Member may then contact the Commission under the procedure established by law or the Commission's rules and regulations. The Commission's address and telephone number are 701 West 8th Avenue, Suite 300, Anchorage, Alaska 99501-3469, (907) 276-6222 or (800) 390-2782.

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Nothing in this procedure prohibits, or in any way limits, the right of any Member to take their complaint or dispute to the responsible department manager, vice-president(s), CEO and President, or Board Members of the Association.

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Tariff Advice No. TA269-13

Effective: October 5, 2015

Issued by: Golden Valley Electric Association, Inc.

By:


Cory R. Borgeson

Title: President & CEO