



Board of Directors Policies

Policy Number: 116	Subject: Member Comments
Effective Date: 11/18/2025	Previous Version: 05/28/2024

OBJECTIVE

To outline procedures that Delta-Montrose Electric Association (DMEA) will follow in responding to member concerns.

ACCOUNTABILITY

Board of Directors (Board) and Chief Executive Officer (CEO)

POLICY

DMEA will respond in a responsible, courteous, and prompt manner to all concerns brought to it by members and consumers with respect to topics related to their capacities as members or consumers.

If a member or consumer concern is related to any aspect of day-to-day operations under the authority of the CEO, staff will attempt to resolve the concern, escalating to the CEO as necessary. The CEO's resolution of the concern shall be final; however, members and consumers may express dissatisfaction regarding any such resolution with a Director of the Board

If a member or consumer concern related to a matter under the authority of the Board is brought to the attention of either a Director of the Board or the CEO, the Director or CEO, as applicable, will assess the concern and, if possible, resolve it with the member or consumer. If the Director or CEO determines that the matter would be appropriate for a full Board discussion, or if the matter concerns rates charged by DMEA, the manner in which electric service is provided, or proposed changes to rates or regulations, the matter shall be reported to the Board at the next regular meeting, and the concerned member or consumer invited to attend.

 Board of Directors President vice-President of the Board	<u>11/18/25</u> Date
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