

i. CARMA Complaint Resolution

In the event that a dispute occurs, CARMA will follow the procedures below:

Customer Service Staff are the front line managers of customer concerns. Staff are selected based on their skills and experience in dealing with difficult situations and diffusing and resolving customer concerns. Staff are trained in:

- Understanding sub-metering and sub-metering equipment
- Meter Reads
- Billing principles
- Rates
- Regulations
- Conservation

Staff are empowered to:

- Investigate customer concerns by reviewing meter reads, billing history and usage history
- Refund penalties up to a prescribed dollar amount. These refunds include but are not limited to, late penalties, NSF charges and disconnection charges
- Arrange for remote load test on the unit meter
- Issue work orders if field investigations are required to address customer concerns

If a customer concern cannot be resolved by a front line CSR the call is escalated to the senior CSR who will re-investigate the concern and provide further options to the customer to resolve the issue.

If the concern is still not resolved it is escalated to the Billing Supervisor or the Director of Billing Systems and Regulations.

Throughout the resolution process the customer is provided with information of other agencies that they can voice their concerns to including the Ontario Energy Board and Measurement Canada.

A record of all correspondence with the customer is documented on the customer account.

Written Complaints:

Upon receipt of the filed complaint, CARMA will investigate and respond to the complaint within ten (10) business days. In the event that the filed complaint is unresolved, the Customer can forward the complaint to the Ontario Energy Board for review and resolution. CARMA will maintain records of any complaint filed which will outline the nature of the complaint or dispute and details of the resolution of the complaint.

If a customer complaint is received from the Ontario Energy Board. CARMA will respond to the complaint within 10 days of receipt through the OEB customer portal. CARMA will work closely with the OEB to resolve issues as efficiently as possible.

ii. Key CARMA Personnel:

Paul Elliott – Director Billing Systems and Regulations

- 30 years utility experience focussing on Customer Service and Regulations.
- Compliance
 - Responsible for CARMA's Regulatory compliance with the Ontario Energy Board.
 - Involved in market deregulation
 - 17 years VP of Customer Service and Business Development for a mid-sized LDC responsible for meeting OEB Customer Service Standards and adhering to Distribution System Code, Affiliate Relationship Code, Retail Settlement Code, Transmission System Code and Standard Supply Service Code
- Complaint Handling
 - Responsible for oversight of call centre
 - Senior staff member for call escalations
 - Responsible for CARMA's compliance with the Unit Sub-Metering Code.
 - Responsible for meeting CARMA's requirements under our USMP license
 - 17 Years of overseeing the customer service department of a mid-sized LDC
 - 7 years Community Relations officer for Provincial Utility
- Quality Assurance
 - Responsible for ensuring accuracy of reads and rates for billing purposes
 - Ensure compliance with regulations for billing USMP customers
 - Ensured compliance with regulations for billing of LDC customers

Leslee Bax – Director Revenue Distribution

- 13 years USMP experience
- Compliance
 - Responsible for settlement of collected amounts with building owners, property managers and Board of Directors.
 - Responsible for settlement of LDC invoices on behalf of building owners, property manager and Board of Directors
 - Responsible for educating customers on regulatory changes, program enrollment, and social assistance
 - Responsible for enforcing corporate provincial policy and regulations
- Complaint Handling
 - Direct contact for building owners, property managers and Board of Directors as it relates to account settlements, regulations and remittances
- Quality Assurance
 - Ensures accuracy of bulk utility bills including rates and rate class as applied to building owners
 - Ensures proper application of penalties, taxes and government programs
 - Responsible for accuracy of remittance payments and banking deposits

Ashley Evans – Billing Supervisor

- 5 years USMP experience in billing and customer service. 7 years' experience in customer care and product implementation for telecom industry
- Compliance
 - Responsible for implementation of regulatory requirements within the billing system
 - Responsible for testing, correcting and adjusting billing system to ensure compliance with regulatory direction
 - Responsible for development and running of billing error reports
- Complaint Handling
 - Alternate senior staff member for call escalations
 - 13 years' experience in customer service
 - Key staff member in development of customer service policy and department compliance
- Quality Assurance
 - Responsible for ensuring accuracy of customer bills
 - Responsible for complying with regulatory directives as applicable to billing and customer care
 - Responsible for verifying accuracy of billing reports and implementing corrective action for variances.

Wendy Jackson – Accounting Clerk

- 8 years USMP experience in Customer Service
- Compliance
 - Responsible for settlement of OESP and OREC payments
 - Responsible for documentation of program interfaces for settlement with IESO or OCEB, OESP and OREC
 - Front line contact for audits from Ministry of Energy and Ministry of Finance
- Complaint Handling
 - Provides documentation of payments and settlements to CSR's for complaint resolution
 - Front line contact with building owners, managers and Board of Directors for settlement purposes
- Quality Assurance
 - Responsible for regulatory settlement of OESP and OREC
 - Accountable for verifying and reconciling accounts between billing department and accounting department
 - Identify variances in accounts and implements corrective action
 - Trained in Sage 100, Sage 300 and Northstar CIS to produce validation reports and variance reports

Della Poulain – Senior Customer Care Account Representative

- 10 years USMP experience in Customer Service
- Compliance
 - Responsible for ensuring CSR's follow CARMA policies and procedures when dealing with customers.
 - Responsible for ensuring CSR's follow arrears management protocol, including disconnections and collections, as outlined in the Sub-Metering Code and our USMP license
- Complaint Handling
 - 5 years USMP front line Customer Service
 - 5 years USMP Senior Customer Service
 - First stage complaint escalation
- Quality Assurance
 - Trained in documentation of all customer touch points.
 - Trained in verifying and correcting customer information entry on Customer Information System platform
 - Trained in rate calculation and verification

Louise Vine – Customer Care Account Representative

- 9 years USMP experience in Customer Service
- Alternate to the Senior Customer Service Rep
- Compliance
 - Responsible for ensuring CSR's follow CARMA policies and procedures when dealing with customers.
 - Responsible for training new staff on billing practices, Regulatory programs, OREC and OESP applications
 - Responsible for training CSR's on arrears management protocol, including disconnections and collections, as outlined in the Sub-Metering Code and our USMP license
- Complaint Handling
 - 9 years USMP front line Customer Service
 - First stage complaint escalation when Senior CSR not available
 - Front line contact for property owners and managers
- Quality Assurance
 - Trained in documentation of all customer touch points.
 - Trained in verifying and correcting customer information entry on Customer Information System platform
 - Trained in rate calculation and verification
 - Trained in handling difficult customer

Nancy Bentley-Barrett – Customer Care Account Representative

- 13 years' experience in Customer Service
- Compliance
 - Responsible for ensuring compliance with CARMA policies and procedures when dealing with customers.
 - Responsible for providing customers with accurate information concerning billing, regulations, government programs and arrears management.
 - Responsible for collections of accounts ensuring compliance with corporate and regulatory policies and procedures as outlined in the Sub-Metering Code and our USMP license
- Complaint Handling
 - 2 years USMP front line Customer Service
 - Trained in handling difficult customers
 - Authorized to refund penalties up to a prescribed dollar amount
 - Front line contact for property owners and managers
 - Trained in Investigate customer concerns by reviewing meter reads, billing history and usage history
- Quality Assurance
 - Trained in documentation of all customer touch points.
 - Trained in verifying and correcting customer information entry on Customer Information System platform
 - Trained in identifying and correcting inaccuracies in customer information

Alannah Kellock – Customer Care Account Representative

- 8 years' experience in Customer Service
- Compliance
 - Responsible for ensuring compliance with CARMA policies and procedures when dealing with customers.
 - Responsible for providing customers with accurate information concerning billing, regulations, government programs and arrears management.
 - Responsible for collections of accounts ensuring compliance with corporate and regulatory policies and procedures as outlined in the Sub-Metering Code and our USMP license
- Complaint Handling
 - 1 year USMP front line Customer Service
 - Trained in handling difficult customers
 - Authorized to refund penalties up to a prescribed dollar amount
 - Front line contact for property owners and managers
 - Trained in Investigate customer concerns by reviewing meter reads, billing history and usage history
- Quality Assurance
 - Trained in documentation of all customer touch points.

- Trained in verifying and correcting customer information entry on Customer Information System platform
- Trained in identifying and correcting inaccuracies in customer information

Charlene Vaughan – Customer Care Account Representative

- 20 years' experience in Customer Service
- Compliance
 - Responsible for ensuring compliance with CARMA policies and procedures when dealing with customers.
 - Responsible for providing customers with accurate information concerning billing, regulations, government programs and arrears management.
 - Responsible for collections of accounts ensuring compliance with corporate and regulatory policies and procedures as outlined in the Sub-Metering Code and our USMP license
- Complaint Handling
 - 3 years USMP front line Customer Service
 - Trained in handling difficult customers
 - Authorized to refund penalties up to a prescribed dollar amount
 - Front line contact for property owners and managers
 - Trained in Investigate customer concerns by reviewing meter reads, billing history and usage history
- Quality Assurance
 - Trained in documentation of all customer touch points.
 - Trained in verifying and correcting customer information entry on Customer Information System platform
 - Trained in identifying and correcting inaccuracies in customer information
 - Responsible for producing monthly reconciliation and settlement reports for building owners and Board of Directors
 - Responsible for updating customer records from returned mail