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|  | <h1>Business Practice</h1> | Department: | External Affairs |
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CAUTION: Any hard copy reproductions of this Business Practice should be verified against the on-line system for current revisions.

1 PURPOSE

The purpose of this business practice is to facilitate communications between ATC and the Local Distribution Company (LDC) when damage claims arise from retail customers of the LDC. This business practice is voluntary and does not supersede, modify or replace any rights or remedies available to the LDC in law or equity.

2 SCOPE AND APPLICABILITY

ATC understands that each Local Distribution Company (LDC) will take responsibility for communication with its customers by accepting calls and inquiries pertaining to electrical service interruptions and damage claims, and that ATC will generally not engage in such communications with LDC customers outside the presence of an LDC representative. Therefore, when customers make claims for damages, the LDC will perform a clearinghouse function to expedite the claims process by compiling pertinent information from each customer, which information should include:

- a. Customer name, address, phone number;
- b. Brief description of the claim, including date and time of occurrence and actual damage sustained;
- c. Location on the electric distribution system where the damage occurred including county, city/village/township, specifically focusing on the consistency between the damages being claimed and the conditions believed to exist on the electric system;
- d. Copies of any invoices or other evidence of costs incurred to repair actual damage.

Please note that all claims and corresponding information resulting from a given event should be provided to ATC at the same time. ATC will designate a Regional Manager for each LDC, who will take the lead in responding to LDC inquiries and claims; who will collect information inside ATC in a timely manner; and who will facilitate communication with the LDC. The LDC will also designate a contact who will coordinate investigation and facilitate communications.

In the event an LDC wishes to make a claim against ATC, the LDC is requested to provide as much of the following information as possible:

- a. The date and time of the occurrence or breach
- b. The location of the breach, occurrence or damages;
- c. A description of the breach, occurrence or damages;
- d. An explanation of the contractual provision, tariff, regulatory obligation or good utility practice believed to have been breached; and
- e. An itemized listing of all claims and/or actual damages.

If the basis of the LDC's claim is a breach of an existing agreement or tariff, any notice or claims procedures set forth in the subject agreement or tariff should be followed. The LDC is requested to direct a copy of the claim demand notice to the attention of its ATC Regional Manager in addition to the notice recipient designated in the operative agreement or tariff. If the basis of the claim is not founded on a breach of an existing agreement or tariff (e.g., is a common law tort claim or is based on a regulation or order of a regulatory agency), the LDC is requested to direct a copy of the claim notice to the attention of its Regional Manager at ATC.

Both ATC and the LDC will promptly investigate the details underlying any complaint.¹ On receipt of a request from an LDC, ATC and the LDC will promptly schedule an initial meeting to discuss the details of the claim and investigation, and facilitate resolution where possible. At this initial meeting, the parties will attempt to preliminarily assess the facts underlying the complaint or damage claim, and determine whether the potential anticipated claim volume is expected to require the use of a third party claims adjustment firm.

¹ See also, obligations set forth in Wis. Adm. Code sec. PSC 113.

Where no other dispute resolution process applies to a claim, the following dispute resolution process will be followed:

On completion of the required investigation, the ATC and LDC Managers immediately responsible for the supervision of the departments in which the claim has arisen shall discuss the claim. Any dispute that cannot be resolved at the Manager level shall be referred to the next higher level of supervisory personnel of ATC and the LDC. If a satisfactory resolution is not achieved within twenty (20) working days after the completion of the investigation, ATC and the LDC may pursue resolution of the dispute consistent with all their respective rights and remedies available at law and equity. In addition, ATC and the LDC will be entitled to file an action at law or equity in order to preserve the statute of limitations.

ATC and LDC will make claim payments in a manner that is consistent with any statutory law, common law, applicable agreement, statutory or regulatory requirements, including affiliated interest rules. Reasonable and documented costs incurred by the LDC may be reimbursed if permitted by an operative agreement, under the law, or as agreed to by ATC and the LDC.

3 ROLES AND RESPONSIBILITIES

External Affairs' executive administrator is responsible for maintaining this template.

Any External Affairs personnel who author an External Affairs procedure will utilize this template as a starting point for its creation.

In this "Roles and Responsibilities" section, outline and detail as necessary the responsibilities of those personnel involved in the process that this procedure describes.

4 DOCUMENT REVIEW

This template will be reviewed and revised as necessary no less than every three years.

In this "Document Review" section, describes the expected cycle for regular review and revision, if necessary, of the document in order to maintain the content as fresh and relevant as possible.

5 RECORDS RETENTION

In this "Records Retention" section, state the required retention schedule for any and all records originated through the process(es) described in the procedure.

Previously published versions of this template will be retained for one year.

REVISION INFORMATION

In this "Revision Information" section, provide a timeline summary of all documents revisions, with the most recent revision shown first.

| Version | Author | Date | Section | Description |
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| 1.0 | Rick Czajka | 11-06-2015 | Specific section revised | Updated process and format. |