

29. TVA Complaint Resolution Process. In the case of billing disputes or other service issues, the customer is expected to resolve the dispute by notifying and working with the Distributor. If the dispute is not resolved, the Distributor will provide the customer with information regarding TVA's Complaint Resolution Process. Customers will be informed about the availability of the TVA Complaint Resolution Process upon application for service, at any time upon request, and through information provided on the Distributor's website or other technological means of communication, if available. *(Board approved on March 21, 2017 to add Section 29.)*

There are three ways to begin the process:

- Online at www.tva.com/complaintresolution
- E-mail complaintresolution@tva.gov
- Call the TVA Regulatory hotline at 1-888-289-8409