

## **Fortress Power LLC**

### **Customer Complaint Procedure**

Demand Response (DR) Program  
(Adopted pursuant to Section 6.03 of Regulation 9246)

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#### **1. Purpose**

This Customer Complaint Procedure establishes the process through which customers enrolled in Demand Response (DR) programs administered by Fortress Power LLC (“Fortress Power” or “Company”) may submit complaints regarding Demand Response services, program administration, or compensation.

##### **1.1 Regulatory Compliance**

This Customer Complaint Procedure has been adopted in compliance with the requirements of Section 6.03 of Regulation 9246, issued by the Puerto Rico Energy Bureau.

The procedure establishes an informal complaint resolution process before Fortress Power and informs customers of their right to seek formal review before the Energy Bureau if the customer is not satisfied with the Company's final determination.

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#### **2. Scope**

This procedure applies to all customers participating in a Demand Response program administered by Fortress Power in Puerto Rico.

Complaints may relate to, including but not limited to:

- Demand Response program services
- Demand Response event participation
- Program compensation or payments
- Program administration or communications
- Privacy, confidentiality, or handling of customer information

#### **Jurisdiction**

- Demand Response programs administered by Fortress Power within Puerto Rico are subject to the regulatory jurisdiction of the Puerto Rico Energy Bureau.
- Nothing in this procedure limits or restricts the authority of the Energy Bureau to review customer complaints or to take any action authorized under applicable law or regulations.

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### 3. Submission of Customer Complaints

Customers may submit complaints to Fortress Power through the following channels:

#### **Email**

Energybroker@fortresspower.com

#### **Mail**

Fortress Power LLC  
Attn: VPP Program – Customer Complaints  
2010 Cabot Blvd West  
Suite L  
Langhorne, PA 19047

To facilitate prompt review, complaints should include:

- Customer name and contact information
- Description of the complaint or grievance
- Relevant dates and supporting documentation, if available

Customers may submit complaints at any time during their participation in the DR program or within thirty (30) days of the event giving rise to the complaint.

Submission of a complaint shall not affect the customer's eligibility to participate in the DR program.

The informal complaint resolution process described in this procedure must be completed before the customer may request formal review before the Puerto Rico Energy Bureau.

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### 4. Informal Complaint Resolution Procedure Before Fortress Power

#### 4.1 Acknowledgment of Complaint

Fortress Power shall acknowledge receipt of the complaint **within fifteen (15) business days** after receipt.

The acknowledgment may be provided by email or written correspondence.

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#### 4.2 Investigation

Fortress Power will investigate the complaint, which may include:

- Review of program records
- Analysis of event participation data
- Review of compensation calculations
- Consultation with program operators or system providers

If additional information is required, Fortress Power may request supporting documentation from the customer.

Customers should provide requested information **within ten (10) business days**, when reasonably possible.

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### 4.3 Final Determination

Fortress Power shall issue a written final determination regarding the complaint **within thirty (30) calendar days** after the complaint is received.

The written determination will include:

- A summary of the complaint
- The findings of the investigation
- The Company's determination and any corrective action taken

### Notice of Right to Formal Review

- If the customer disagrees with Fortress Power's final determination of the complaint, the customer has the right to request a formal review before the Puerto Rico Energy Bureau.
- Any request for formal review must be filed with the Energy Bureau within **thirty (30) days** from the date the customer receives the Company's final determination.
- The customer may also request orientation or assistance from the Independent Consumer Protection Office in connection with the formal complaint process before the Energy Bureau.

If additional time is required due to the complexity of the investigation, Fortress Power will notify the customer in writing and provide an updated timeline for resolution.

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## 5. Complaints Regarding Customer Information

If a complaint alleges that a customer's private or proprietary information has been improperly sold, or disclosed for marketing services or product offerings

Fortress Power will:

- Conduct a prompt investigation
  - Implement corrective measures if a violation is identified
  - Provide the customer with written notice of the investigation results
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## **6. Right to Request Formal Review Before the Energy Bureau**

If a customer is dissatisfied with Fortress Power's final determination, the customer has the right to request formal review before the Puerto Rico Energy Bureau.

The request for formal review must be filed **within thirty (30) days** from the date the customer receives Fortress Power's final determination.

The formal review process is conducted in accordance with the procedures established by the Energy Bureau.

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## **7. Assistance from the Independent Consumer Protection Office**

Customers have the right to contact the Independent Consumer Protection Office for orientation, assistance, or intervention on their behalf during the formal complaint process before the Energy Bureau.

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## **8. Regulatory Contact Information**

### **Puerto Rico Energy Bureau**

Phone: (787) 523-6464

Website: <https://energia.pr.gov>

### **Independent Consumer Protection Office (OIPC)**

Phone: (787) 523-6400

Website: <https://oipc.pr.gov>

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## **9. Publication and Availability**

In accordance with Section 6.03 of Regulation 9246, this Customer Complaint Procedure shall:

- Be published and made available to customers prior to enrollment in the Demand Response program
  - Be provided to customers upon request
  - Be maintained as part of Fortress Power's Demand Response program documentation
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## **10. Recordkeeping**

Fortress Power shall maintain records of all customer complaints and their resolution for a period consistent with applicable regulatory requirements and may provide such records to the Puerto Rico Energy Bureau upon request.