

# Customer Complaint Procedure

## Demand Response (DR) Program

### 1. Purpose

This Customer Complaint Procedure describes the process by which customers enrolled in a Demand Response (DR) program may submit complaints or grievances related to DR services, compensation, or the handling of customer information, and how such complaints will be investigated and resolved.

### 2. Scope

This procedure applies to all customers enrolled in a DR program administered by Fortress Power and covers complaints related to:

- DR program services
- Compensation or payments
- Program administration
- Privacy, confidentiality, or use of customer data

### 3. How Customers May File a Complaint

Customers may submit a complaint or grievance at any time by contacting Fortress Power using the following method:

**Email:**

 [Energybroker@fortresspower.com](mailto:Energybroker@fortresspower.com)

**Mail:**

**Fortress Power  
C/O VPP Program  
2010 Cabot Blvd W.  
Suite L  
Langhorne, PA 19047**

Complaints should include, to the extent possible:

- Customer name and contact information
- Description of the complaint or grievance
- Relevant dates, program details, or documentation

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

## **4. Complaint Review and Resolution Process**

### **1. Acknowledgment**

Fortress Power will acknowledge receipt of the complaint within a reasonable time after submission.

### **2. Investigation**

The complaint will be reviewed and investigated by appropriate Fortress Power personnel. This may include reviewing program records, compensation calculations, or communications related to the complaint.

### **3. Determination**

Fortress Power will issue a written determination describing the outcome of the investigation and any corrective action taken, if applicable.

### **4. Timeline**

Complaints will be addressed within a reasonable and commercially practicable time period, consistent with applicable regulatory requirements.

## **5. Complaints Involving Customer Information**

If a complaint alleges that a customer's private or proprietary information was:

- Sold, or
- Disclosed for marketing services or product offerings

in violation of applicable regulations, Fortress Power will:

- Conduct a prompt investigation
- Take appropriate corrective action if a violation is identified
- Communicate findings and resolution to the customer

### **5.1 Customer Contractual Consent for Demand Response Programs**

- The Company's privacy and data security practices comply with the data collection, use, and disclosure provisions contained in any Demand Response program agreements executed by customers. By enrolling in a Demand Response program and signing the applicable agreement, customers authorize the Company to collect, use, and disclose their information as expressly described in that agreement, subject to the protections and limitations set forth in this Privacy and Data Security Policy and applicable law.
- Any release or sharing of customer information pursuant to a Demand Response program contract shall be limited to what is necessary to administer, operate, verify, or evaluate the program, and shall remain subject to all applicable confidentiality, data security, and non-disclosure requirements contained in this policy.

## **6. Escalation to the Utility**

If a customer is dissatisfied with Fortress Power's determination of a complaint or grievance, the customer may file a complaint with the local utility or VPP program aggregator for review of that determination.

## **8. Availability of Procedure**

This Customer Complaint Procedure will be published and made available to customers prior to enrollment in the DR program and upon request.