

### Steps for Processing a Complaint

It is our goal to always do the very best job possible for our customer/owners. However, despite our best efforts, there may be times when you feel additional recourse is justified to resolve a service or billing problem. To assist you, we've provided instructions on how to file a complaint with Lane-Scott Electric Cooperative Inc. and/or the Kansas Corporation Commission.

- ◆ **Step 1** – Please present your complaint to your local Lane-Scott Electric Cooperative Inc. office in Dighton at 620-397-5327, or if calling long distance, 1-800-407-2217. Every effort will be made to resolve the problem to your satisfaction, if possible.
- ◆ **Step 2** – If the problem cannot be resolved at your local office, you may contact the General Manager in Dighton at 620-397-5327, or if calling long distance, 1-800-407-2217.
- ◆ **Step 3** – If you wish to pursue the complaint, you may contact the Kansas Corporation Commission's Consumer Protection Office by calling 1-800-662-0027 or by writing to the Kansas Corporation Commission (KCC), 1500 SW Arrowhead Road, Topeka, KS 66604. If the problem remains unresolved, then a formal complaint can be filed with the Kansas Corporation Commission. The KCC Staff will advise you of this procedure upon request.