

TVA Complaint Resolution Process Frequently Asked Questions (FAQ's)

Q: Who can file a complaint?

A: A complaint can be initiated by a ratepayer or a local power company that is within the TVA service area.

Q: How can a complaint be filed?

A: The preferred method for filing a complaint is through the TVA website. The complaint form is found at www.tva.com/complaintresolution or it can be found under 'About TVA' on the TVA website (www.tva.com). A complaint can also be filed by calling the TVA Regulatory hotline at 1-888-289-8409 or by e-mailing complaintresolution@tva.gov.

Q: What information do I need to have available when filing a complaint?

A: The name of the account holder (if different than your name), the name of the local power company, and the account number. You also will need to provide an explanation of the issue (what happened and who was involved.) You should also state how you would prefer the issue to be resolved. You should attach any written communication you have had with the other party as well as any other relevant documentation (ex. a utility bill or a letter written by a doctor).

Q: What can I expect?

A: TVA will contact you to gather any needed further information. TVA also will obtain information from the other party and make them aware that a complaint has been filed. TVA will then work with both parties to reach a resolution.

Q: What types of complaints are considered?

A: You can contact TVA regarding any issue with your Local Power Company; however, only certain types of complaints may be handled through the dispute resolution process (ex. deposits, billing, information to customers, etc.)

Q: Is this the process I use to complain about my utility bill being too high?

A: Please contact your Local Power Company concerning your bill so that the Local Power Company has an opportunity to explain the charges. If your complaint still has not been able to be satisfactorily resolved after you have contacted the Local Power Company, you may submit a complaint through TVA's Complaint Resolution Process.

Q: Am I required to first contact the other party before filing a complaint?

A: It is strongly encouraged (but not required) that you first contact the other party before filing a complaint. You should keep a record of when you contacted the other party, who you corresponded with, and what the response was. You should also keep a copy of any written correspondence and document any verbal communication. To facilitate a resolution to a complaint, TVA will need to obtain information from both parties involved.

Q: Is this the process I use to complain about tree trimming and right-of-way issues?

A: Before submitting a complaint regarding tree trimming or right-of-way concerns, you should review the frequently-asked-questions regarding these issues at: <https://www.tva.com/Energy> . If your question is not addressed there, you should contact your TVA Transmission Right-of-Way Sector Forester.

Q: Is this the process I use to complain about lake levels and recreation policies?

A: Information on lake levels can be obtained by calling the River Forecast Center at 1-800-238-2264; information on recreation policies can be found at <https://www.tva.com/Environment/Recreation> . All other information about TVA can be found by emailing tvainfo@tva.gov .

Q: What is the Fuel Cost Adjustment (FCA) and how is it calculated?

A: The Fuel Cost Adjustment (FCA) is a variable energy rate that is calculated each month. It is charged on every kilowatt-hour of electricity a consumer uses, and the rate varies by how much TVA has to pay for fuel and purchased power. TVA's buys fuel in the forms of uranium, coal, and natural gas, and TVA buys some electricity from other suppliers.

Each local power company lists charges differently on their customers' electric bills; however, all consumers' bills contain fuel charges for the fuel used to generate electricity. These charges specifically cover fuel costs; they do not provide any additional funding for TVA or the local power company.

Q: As a residential customer, why do my rates vary by season?

A: Many Local Power Companies residential rates vary by season. June, July, August, and September are considered the 'Summer Period.' December, January, February, and March are considered the 'Winter Period.' April, May, October, and November are considered 'Transition Months.' Rates are generally the highest in the Summer Period, the lowest in the Transition Months, and in the middle during the Winter Period. These rates are directly influenced by how much each Local Power Company must pay TVA for generating power, and they reflect the monthly variable expenses that TVA incurs.