

## **PUBLIC NOTICE**

### **Régie de l'énergie**

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#### **APPLICATION FOR THE APPROVAL OF COMPLAINT EXAMINATION PROCEDURES CONCERNING RATES AND CONDITIONS OF SERVICE FOR THE DISTRIBUTION OF ELECTRIC POWER BY MUNICIPAL ELECTRIC POWER SYSTEMS OR BY THE COOPÉRATIVE RÉGIONALE D'ÉLECTRICITÉ DE SAINT-JEAN-BAPTISTE DE ROUVILLE (FILE R-4183-2021)**

The Régie de l'énergie (the Régie) will examine the application of the City of Alma, the City of Amos, the City of Baie-Comeau, the City of Coaticook, the City of Joliette, the City of Magog, the City of Saguenay, the City of Sherbrooke, the City of Westmount and the Coopérative régionale d'électricité de Saint-Jean-Baptiste de Rouville (the Municipal Distributors) for approval of new complaint examination procedures concerning rates and conditions of service. The application is submitted by virtue of Section 87 of the *Act respecting the Régie de l'énergie*.

The new procedures proposed by the Municipal Distributors are consistent with the objective of improving customer service. These procedures aim, among other things, to make the procedure simpler and clearer for the customer, to improve the handling of complaints, to reduce the maximum time to respond to a complaint and to update the means for forwarding a complaint.

#### **REQUEST FOR INTERVENTION**

Any person interested in participating in the file must send the Régie, **no later than February 25, 2022, at 12:00 p.m.**, a request for intervention and, where applicable, a budget for participation, in accordance with the *Regulation respecting the procedure of the Régie de l'énergie* (the Regulation), the *Guide de paiement des frais 2020* (the Guide) and the Régie's instructions contained in decision D-2022-014.

Persons wishing to submit comments do not have to submit a request for intervention or a budget for participation. The deadline for filing their observations will be set in a subsequent decision of the Régie.

The Municipal Distributors' application, related documents, the Regulation, the Guide, and procedural decision D-2022-014 are available on the Régie's website at <http://www.regie-energie.qc.ca>.

For any information, it is possible to contact the Régie by phone, fax or email.

The Secretary

Régie de l'énergie

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