

TENNESSEE PUBLIC UTILITY COMMISSION



Andrew Jackson State Office Bldg,
502 Deaderick Street, 4th Floor,
Nashville, TN, 37243-0

NOTICE OF ADMINISTRATIVE PROCEDURE

Delegation of Authority for Informal, Non-Binding Alternative Dispute Resolution

To promote the efficient, orderly, and timely resolution of matters before the Tennessee Public Utility Commission, the Commission adopts the following administrative process and delegation of authority:

Upon receipt of a complaint filed against a public utility and processed through the Consumer Services Division, Commission Staff may conduct an initial review and investigation to assess the nature of the issues raised and determine the appropriate next steps. If Commission Staff concludes that informal, non-binding alternative dispute resolution ("ADR") is appropriate and may help resolve the matter, Staff shall refer the complaint to the General Counsel. The General Counsel, or his or her designee, is hereby delegated standing authority to conduct informal, non-binding ADR on behalf of the Commission.

The informal ADR process is intended to encourage collaborative problem-solving, reduce unnecessary formal proceedings, and support timely resolution where possible. Participation by the parties is voluntary and non-binding. While the General Counsel or designee may facilitate discussions and suggest potential paths toward resolution, he or she shall not issue formal findings, impose remedies, or otherwise act in a decisional capacity reserved for the Commission. If informal ADR does not result in a resolution, the General Counsel or designee will prepare a Closure Statement for the parties and the complaint file.

This standing delegation of authority to the General Counsel or his or her designee shall remain in effect unless and until modified or rescinded by subsequent order of the Commission.

All Commissioners concurred.

Issued and Attested By:

A handwritten signature in dark ink, appearing to read "Earl Taylor" followed by a stylized monogram "abh".

Earl R. Taylor, Executive Director
September 14, 2026