



Corning Energy Corporation Customer Satisfaction Policy

Introduction

Corning Energy Corporation (Corning) is dedicated to providing the highest level of customer service. Our customer service is based on the belief that, it is an ongoing process to satisfy customers with a level of customer care that exceeds the customer's expectations.

Providing exceptional customer service by local employees in the communities that we serve helps us to mitigate risks, adhere to regulatory requirements and build strong partnerships with our customers and communities. It is also our responsibility to improve lives by providing billing options, convenient payment options, and aiding with the process of referrals to low-income programs to protect vulnerable groups.

The purpose of this policy is to formalize our commitment to maintaining a high level of customer satisfaction. Our efforts are based on the concept of "Customer Focus", in all our operations.

Scope

This Customer Satisfaction policy defines how Corning considers customer satisfaction in our operations and within our business relationships. Where we do not manage or control, we seek to work with our business partners for them to align with our policy commitments.

Our Policy applies to all officers, employees, temporary workers, and contractors acting on behalf of Corning.

Commitments

We comply with all customer satisfaction-related laws in the states in which we operate and abide to all applicable standards addressing customer rights. We commit to having a customer bill of rights that we will provide to all our customers annually. We commit to keeping our doors open to allow face to face customer interaction at all locations.

We commit to measure our customer satisfaction, and work to remedy any customer interactions that resulted in low satisfaction. We commit to completing customer satisfaction surveys monthly and reporting on them to our state governing bodies annually. We commit to achieve overall customer satisfaction scores at all our utilities of no less than 87.7% annually. We commit to continuous improvement by integrating the results of our customer satisfaction surveys and general due diligence into our policies and internal systems.

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Authorized by:

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