

Description of GMP Customer Engagement

GMP's entire business is our customers, and we strive to both operate and communicate that way. GMP maintains open and direct communication with customers all year long, every day, through both traditional and social media channels. We have direct contact information on our web site for our CEO and other key leaders across the company, and our customers use them. In addition, many of our employees, across broad areas of responsibility, conduct proactive, direct customer visits, amounting to hundreds of one-on-one discussions every year regarding our customers' needs.

GMP operates 15 district sites around the state that are open to the public; people often stop in to provide feedback or get questions answered. We also have hundreds of employees who are out in the field every day or taking phone calls from the public. In everything we do, the customer is at the front.

GMP has been considering ways to deepen customer engagement even further, and has heard feedback from both the Department and the Commission seeking more opportunities to explain our work and the way the regulatory process supports and oversees it. GMP is developing plans to conduct twice-yearly open house meetings for our customers and the broader public. One would be in the southern part of the state and the other farther north, rotating around all our district offices over time. GMP would bring company leaders and field team members to these meetings. The meetings would provide an opportunity to give an overview on GMP's rate-related filings and Multi-Year Regulation Plan performance, along with operations, safety, reliability, and customer programs. The meetings would be scheduled for at least an hour, but go as long as the public attending warrant it should go, with plenty of time for questions and answers. To broaden the opportunities for our customers and the public to participate or watch live, these events would also be live-streamed on Facebook; the videos would post for later viewing. GMP would publicize these events in many ways, including but not limited to local papers, on bill messages, and on our web site and Facebook page. GMP expects that the timing of these meetings would be twice a year, and would be best held sometime in early summer and then again soon after the beginning of each year.

GMP is also working on plans to utilize local public access channels for programming across the state to further educate customers and the public about energy innovation and GMP in new and different ways. All of these opportunities would be in addition to the formal opportunities already included in the proposed Multi-Year Regulation Plan.

GMP looks forward to feedback from the Department and Commission as these plans are finalized, and we would welcome incorporating this updated customer engagement into our regulation plan.