



NOTICE OF NONDISCRIMINATION

Monroe Energy, LLC complies with Federal civil rights laws and is committed to providing its programs and services without discrimination in accordance with:

- *Title VI of the Civil Rights Act of 1964*, which prohibits discrimination based on **race, color, or national origin** (including **language**).
- *Section 504 of the Rehabilitation Act of 1973*, which prohibits discrimination based on **disability**.
- *Title IX of the Educations Amendments Act of 1972*, which prohibits discrimination based on **sex** in education programs or activities.
- *Age Discrimination Act of 1975*, which prohibits discrimination based on **age**.
- *U.S. Department of Homeland Security regulation 6 C.F.R. Part 19*, which prohibits discrimination based on **religion** in social service programs.

To File a Complaint

If you think that Monroe Energy, LLC has failed to provide these services or discriminated in another way based on race, color, national origin (including language), disability, sex, or age, you can file a complaint with: The Ethical Advocate hotline at <https://monroe-energy.ethicaladvocate.com>, or by calling the 24/7 toll free Ethical Advocate number at **855-366-5091**.

You can also file a civil rights complaint with the U.S. Department of Homeland Security Office for Civil Rights and Civil Liberties (CRCL):

E-mail: CRCLCompliance@hq.dhs.gov (fastest method to submit your complaint)

Fax: 202-401-4708

U.S. Mail:

U.S. Department of Homeland Security
Office for Civil Rights and Civil Liberties
Compliance Branch
245 Murray Lane, SW
Building 410, Mail Stop #0190
Washington, D.C. 20528

For additional information: www.dhs.gov/crcl
Phone: 202-401-1474 Toll-Free: 1-866-644-8360

Notification Requirements

Monroe Energy, LLC will provide written acknowledgment of receipt of any complaints received within 30 days of receipt of said complaint. The written acknowledgment shall designate the appropriate parties who will communicate with the complainant concerning the matter going forward.

Investigation

Upon receipt of a complaint, a member of the Monroe Energy, LLC legal department shall promptly conduct an internal investigation into the subject matter of the complaint, and attempt to conclude the investigation within six months of receipt. Records of complaints received shall be maintained in accordance with document retention guidelines. The findings of the investigation may be provided to the complainant upon request.

Monroe Energy, LLC shall follow all procedures as outlined in its Accommodations Policy with respect to complaints received and procedures for ensuring access to the process.



Homeland Security

Information and Services for Persons with Disabilities and Persons with Limited English Proficiency

Monroe Energy, LLC

- Provides free aids and services, such as qualified sign language interpreters and written information in other formats (large print, audio, accessible electronic formats, etc.), to communicate effectively with persons with disabilities.
- Provides free language services, such as qualified foreign language interpreters and information written in other languages, to ensure meaningful access to programs and activities for persons with limited English proficiency.

If you need these services, please contact:

Monroe Energy – 610-364-8000