**Section 201.100 Request for Mediation**

a) Persons with disputes subject to the Commission's jurisdiction may request *voluntary mediation prior to the filing of, or at any point during, the pendency of a contested matter*. [220 ILCS 10-101.1(c)] Persons with disputes are encouraged to request mediation prior to initiating a docket to resolve a contested matter.

b) End-user customers with non-docketed contested matters whose disputes are subject to the Commission's jurisdiction may request voluntary mediation under this Part after filing an informal complaint with the Commission's Consumer Services Division and upon completion of the informal complaint process.