

Customer Complaints

INTRODUCTION

This Introduction has been attached to the Policy to assist the UTILITY in the implementation of the Policy. It is not actually a part of the Policy. Any requests for a copy of this Policy by a customer should not include a copy of this Introduction.

BACKGROUND, PURPOSE AND LIMITATIONS

Certain UTILITIES are required by State statute, and/or other rules and regulations to enact a Customer Complaint Policy. Each UTILITY must satisfy the particular statutes, rules or regulations which govern it and must enforce such policy equally as to all customers.

RECORD KEEPING DURATION

All records regarding customer complaints shall be kept a minimum of 10 years.

OMISSIONS

In the absence of a specific rule or policy provision, the disposition of situations involving complaints shall be made by the governing board in accordance with its usual and customary practices.

Policy

1... Complaints concerning the availability of service, the quality of service performed, the amount of a bill, and all other complaints may initially be made to any regular clerical employee in the UTILITY's office or to the appropriate UTILITY's Manager.

2... Regular clerical employees are authorized to make adjustments to bills provided the clerical employee can ascertain that a bill is erroneous because of a bookkeeping, accounting error or meter reading error.

3... The Manager is authorized to resolve all complaints and/or authorized to designate appropriate office or field staff to handle routine complaints.

4... (a) Inquiries.

1... **Inquiries not required to be logged** - When the UTILITY receives an inquiry by phone or in writing from a customer concerning the routine operation of the UTILITY and such inquiry is handled to the customer's satisfaction, such inquiry shall not be considered a complaint under this policy EXCEPT;

2... **Inquiries which must be logged** - All inquiries concerning water quality or supply shall be considered complaints and must be logged.

b) Complaints.

All complaints must be logged. Certain customer complaints shall be maintained in a file or log designated Customer Complaints. Such shall contain the name of the person complaining, the date of the complaint, a brief summary of the complaint and a summary of the action taken by the UTILITY in response to such complaint.

5... The Manager or the clerical employee acting on his behalf shall notify the complaining party of the disposition of his or her complaint by telephone, electronic mail, letter, or otherwise within ten (10) days after receipt of the complaint, excluding Saturdays, Sundays, holidays, and any periods during which the General Manager may be unable to act upon the complaint because of his absence from the office.

6... If the complaint is one which the Manager is not authorized to resolve or if the action of the Manager on the complaint is unacceptable to the Customer, the Customer may request review by the Board. At the complaining party's request, the Manager shall schedule the complaint for consideration at the Board's next meeting and shall inform the complaining party of the time and place of the meeting. The Customer may appear in person before the Board or may request that the complaint be submitted to the Board without his presence. The Customer shall be notified of the disposition of the complaint in accordance with Paragraph 5 hereof.

7... When a Customer or complaining party shall appear at a Board meeting to make a complaint without previously submitting the complaint to the Manager, the Board may require the complaining party to present the complaint to the Manager or other UTILITY employee in accordance with the procedures set forth in this rule so the Board may be fully informed of the facts before resolving the complaint. In its discretion, however, the Board may hear and act upon such a complaint when presented.

8... If the complaining party appears at a Board meeting to seek review of a complaint, the Board may defer hearing the complaint until a subsequent meeting to allow an opportunity to locate and prepare materials concerning the complaint.

9... All notices, statements, requests and other communications from the UTILITY to the Customer shall be deemed properly given if provided in writing and delivered personally, attached in plain view on the front or main door of the Customer's dwelling, or sent by U.S. Mail or by electronic mail. The Customer's refusal to accept such communication shall be deemed receipt.

10... If the complaint is not handled to the satisfaction of the Customer by the Manager or the governing Board, the customer has thirty days from the date of the Board meeting where his complaint was last heard in which to file a written complaint with the Utility Management Review Board (UMRB). The UMRB is a state wide Board set up, in part, to hear legitimate customer complaints. They will refuse to hear any complaint that has not first been presented to the utility governing Board. Information about UMRB hearings or procedures may be handled by phone.

Written complaints may be mailed to the UMRB at the following address:

Utility Management Review Board

L&C Tower, 8th Floor

401 Church Street North

Nashville, TN 37243-1533

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