



17-00014

Process for handling and maintaining a record of customer complaints

All customer complaints are directed to the Manager of Customer Service. The complaints are documented and either addressed and resolved by the Customer Service Manager OR a work order is sent to Operations for a technician to go investigate the complaint. Once the issue is confirmed, the technicians take the appropriate steps to resolve the issue for the customer. The tech will communicate directly to the customer how the problem was resolved if they are onsite. Otherwise, the technician completes the work order and sends the details back to the Customer Service Manager. The Manager contacts the customer to complete circle and communicates the resolution to the complaint. The complaint is logged on the customer account and included in the System's monthly reports for tracking purposes. These reports are available to the TPUC and the Consumer Advocate for review upon request.