



# Complaint Managers Working Together Through the Complaint Managers Users Group (CMUG)

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# CMUG

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- In 1996, managers of the New York State's major gas and electric companies founded the Complaint Managers Users Group or CMUG.
- It is comprised of the 9 major energy companies and a representative from the municipal electric association

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Its Mission --

*To provide a forum of effective dialogue and networking techniques that promote growth in responsiveness to customers, which is exhibited by less Office of Consumer Services involvement, reduced complaints and increased customer satisfaction.*

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*Consumer issues addressed include:*

- Credit and collection activities
- Customer service programs and protections
- Consumer outreach & education
- Complaint management
- Emerging issues, etc

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- The Group meets 3 times a year for 1 ½ days, and the meeting sites are rotated through out the state.
- Meetings involve pre-set agenda topics and guest speakers.
- Emerging energy issues are discussed and working groups established to follow up.
- Regular discussions on improving the complaint handling process.

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- Annually each utility company provides training to PSC staff on a variety of topics, including billing system changes, complaint process changes, new customer programs and services, and other relevant topics.

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## Positive Results...

- Improved communications and information flow.
- Valuable input on PSC complaint-handling policies and procedures.
- Enhanced working relationships between PSC and utility complaint managers.
- Improved customer relations.

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- When PSC and utility complaint managers work together, through an organization like CMUG, a more efficient and responsive process occurs and customers receive the level of customer service they expect and deserve.