

# Iowa Utilities Board Customer Service

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## Customer Service Rules

- Signing up for service, deposits
- Meter reading and billing processes
- Level payment plans
- Disconnection for non-payment
- Payment agreements



## Customer Service Rules

- Customer rights and remedies
- 12-day notice; 24-hour notice
- Medical exemption
- 20-degree rule



## Complaint Intake Process

- 3 Utility Analysts
- 1 Customer Service Coordinator
- 1 Customer Service Manager
- Most customer contact by telephone



## Complaint Intake Process

- Verbal Complaints – by telephone  
(Verbal Data Base)
- “Informal Complaints” – by mail; email  
(C-Files)
- Referred Complaints – no jurisdiction  
(RC-Files)
- General Comments – no specific issues  
(GC-Files)



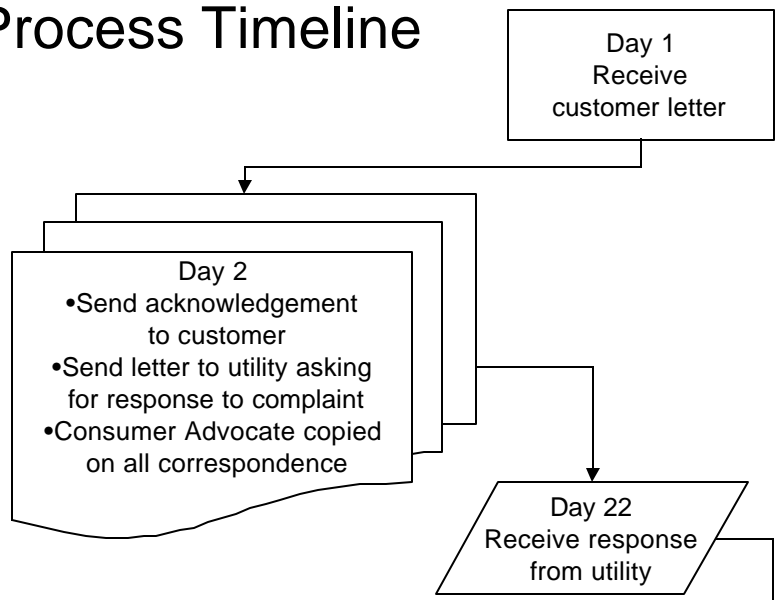
## Complaint Investigations

- Verbal
  - Hear customer concerns; obtain information
  - Contact utility and relay customer concerns
  - Ask utility to investigate and respond  
(Usually respond within 24 hours)
  - Evaluate utility response
  - Respond to customer

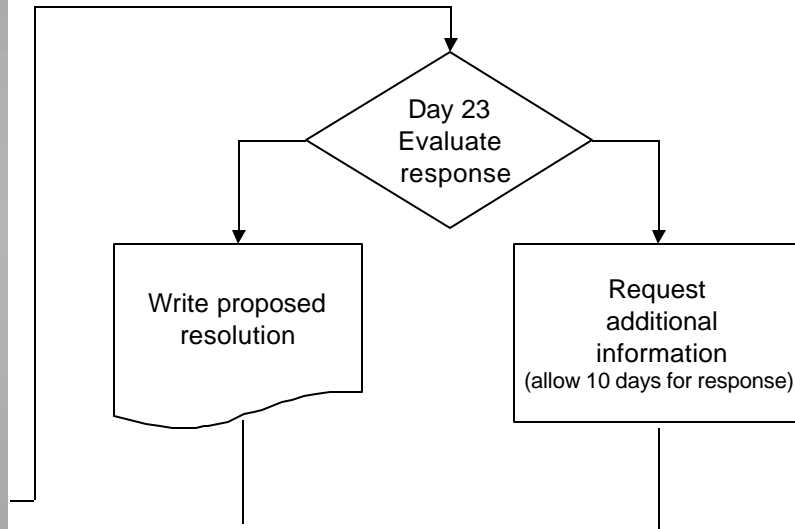
# Customer Investigations

- Written or C-Files
  - “Informal” investigations
  - Must be initiated in writing, includes email
  - Apparent violation of IUB rules or Iowa law
  - Process is outlined in rules with deadlines

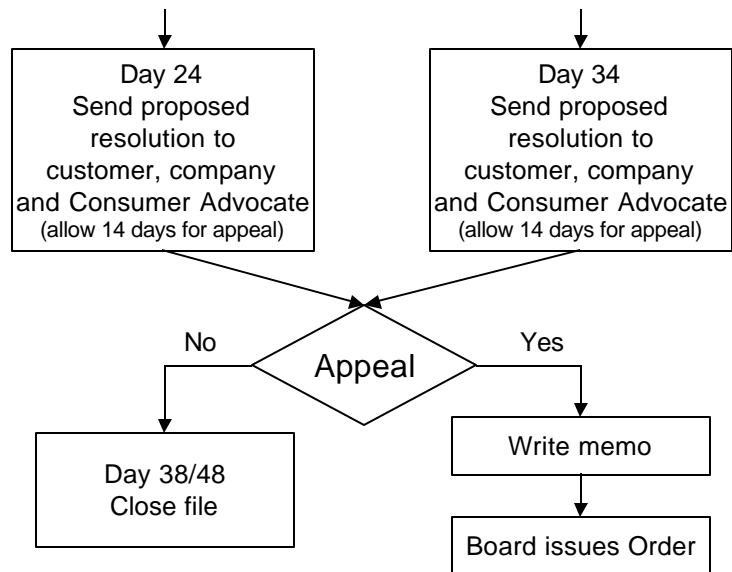
## Process Timeline



## Process Timeline



## Process Timeline





## Complaint Investigations

- Referred Complaint
  - Customer has a problem, IUB rules not issue
  - Really no one else can help customer
  - Contact utility and share customer's problem
  - Provide utility response to the customer



## Complaint Investigations

- General Correspondence
  - No specific complaint issues involved
  - Answer any utility questions
  - Acknowledge all comment letters



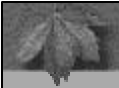
## Data Collection

### ■ Track all complaints

- by utility type (gas, electric, telephone)
- by utility company
- by Verbal, C-file, RC, GC

### ■ Use Information

- to evaluate individual utility service quality
- to identify need for any rule changes
- to identify areas for customer education



## Data Collection

### ■ Verbal Data Base

- Provides record of customer calls
- Helps identify trouble topics, utilities
- Can reconnect customer with analyst already familiar with the situation
- Helps control customers “shopping” for a different answer

# Verbal Data Base

Microsoft Access - [Customer Verbal Complaint]

File Edit View Insert Format Records Tools Window Help

Taken By: Ellen Surver Date/Time: 10/16/02 3:30:24 PM

Name: Joe Sample (Enter M or F | M/F | M)

Address: 123 Presidential Street

City: Anytown State: Iowa Zip: 00000-1111

Home Phone: Work Phone: Ext. #:

Utility Name: MidAmerican Energy Company Co #: 155

Call Type	Utility Type	Comments	Action Taken	Disposition	More than One Utility
<input checked="" type="checkbox"/> Billing	<input type="checkbox"/> Directory Error	<input type="checkbox"/> Payment Aring	<div style="display: flex; justify-content: space-between;"><span>Return to Other Choices</span><span>Complete Entry</span></div>		
<input type="checkbox"/> Cranking	<input type="checkbox"/> Disconnect	<input type="checkbox"/> Poor Cust Svc			
<input type="checkbox"/> EAS	<input type="checkbox"/> Info Only	<input type="checkbox"/> Rates/Charges			
<input type="checkbox"/> Delayed Install	<input type="checkbox"/> Line Extension	<input type="checkbox"/> Repair			
<input type="checkbox"/> Deposit	<input type="checkbox"/> Meter Reading	<input type="checkbox"/> Skimming			
<input type="checkbox"/> Deregulated Services	<input type="checkbox"/> Misdeal	<input type="checkbox"/> Service Problem			
<input type="checkbox"/> Other Call Type: _____					

Record: 14 of 7490

Form View NUM

# Data Collection

- ACD – Automatic Call Distributor
  - Routes calls to available customer analyst
  - Tracks number of calls, lost calls, time of calls
  - Reduces customer waiting time for assistance
  - Improves telephone efficiency



## Customer Contacts - 2001

	<u>All Utilities</u>	<u>Electric</u>
■ Verbals	5,932	1,484
■ C-Files	828	102
■ RC-Files	222	26
■ GC-Files	633	88
■ TOTAL	7,615	1,700



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