

IUB Customer Service

Customer Complaint Database

NARUC Energy Regulatory Partnership Program

The Public Services Regulatory Commission of Armenia
and The Iowa Utilities Board



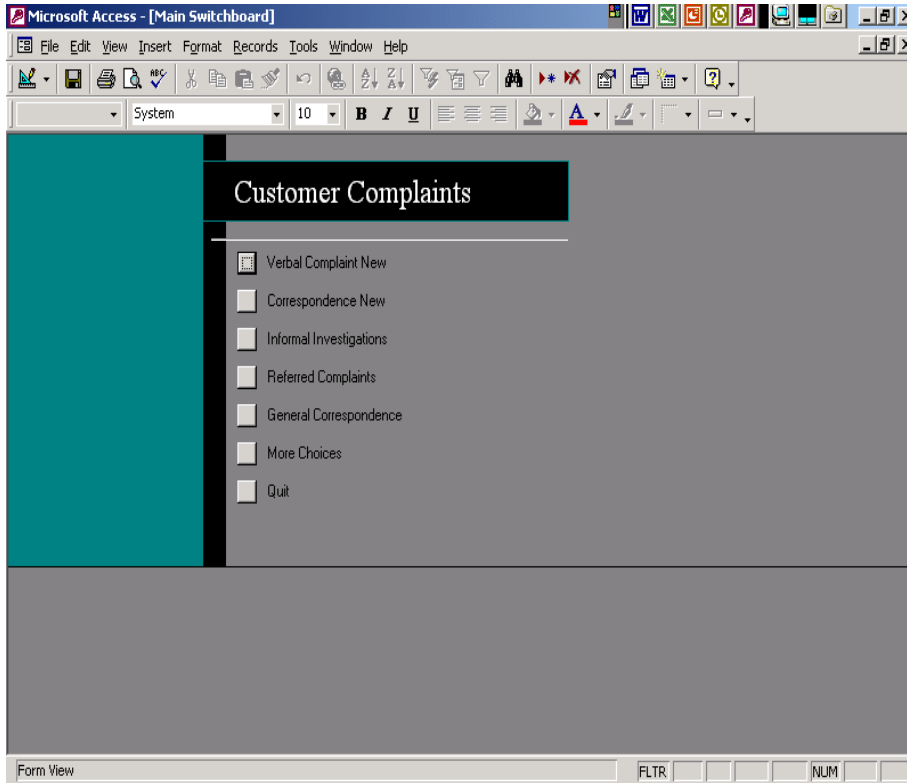
Name: Jane Whetstone
*Title: Customer Service
Coordinator*
Date: October 5, 2011

Complaint Types

- **Verbal (telephone contact):** Each call is entered into the database unless you transfer it to another analyst or someone within the agency. Provide the customer advice on how to handle their situation. In some cases, customers may be asked to submit complaints in writing so that we may set it up for a formal investigation.
- **Correspondence:** Each piece of written/email correspondence is entered in the database under one of these three types.
 - C file – informal complaints.
 - For possible rules infractions. An informal investigation in which staff proposes a resolution. This resolution may be appealed to the Board.
 - RC – referred complaints.
 - Complaints about an issue over which IUB lacks jurisdiction.
 - GC – general correspondence/comments.
 - Information correspondence, no specific complaint requiring investigation or action.



Main Menu



**Initial menu when you open customer service database.
Click the box to:**

Add new verbal or written complaints.

Add various dates or notes on C file (informal), RC (referred) & GC (general) written complaints.

Exit database.



New Verbal Complaint

Microsoft Access - [Customer Verbal Complaint]

File Edit View Insert Format Records Tools Window Help

Taken By: [] Date/Time 2/15/2005 10:27:31 AM

Name [] (Enter M or F) M/F []

Address []

City [] State [] Zip []

Home Phone [] Work Phone [] Ext. # []

Utility Name [] Co#: []

Call Type Utility Type Comments Action Taken Disposition More than One Utility

☐ Billing ☐ Directory Error ☐ Payment Armg

☐ Cramming ☐ Disconnect ☐ Poor Cust Svc

☐ EAS ☐ Info Only ☐ Rates/Charges

☐ Delayed Install ☐ Line Extension ☐ Repair

☐ Deposit ☐ Meter Reading ☐ Slamming

☐ Deregulated Services ☐ Misdial ☐ Service Problem

☐ Other Call Type []

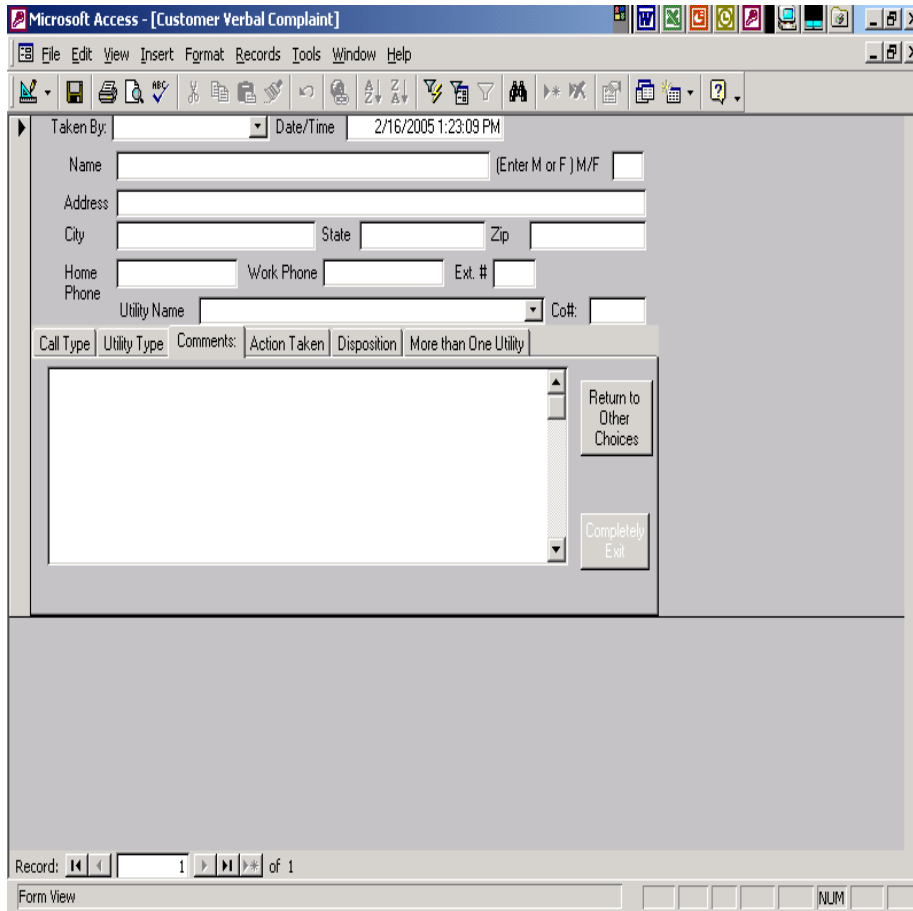
Record: 1 of 1

Form View

- Taken by (pick your name from the drop-down list).
- Date/time is automatically populated.
- Name, address, city, state, zip (enter as much as possible).
- Telephone Number.
- Utility name (pick from drop-down list or if company name is not listed type in 9999 –other).
- Call type (click the type that is appropriate for the call or type in info next to “other call type”).



New Verbal Complaint (cont.)



- Click on comments.
 - Enter customer complaint information.
- Click on action taken.
 - Enter notes of the action you took.
 - Enter dates if not closed the same day.
 - Be as specific as possible in these 2 fields, so anyone could understand the notes if you are out of the office or unavailable.



New Verbal Complaint (cont.)

Microsoft Access - [Customer Verbal Complaint]

File Edit View Insert Format Records Tools Window Help

Taken By: [] Date/Time: 8/24/2006 8:23:45 AM

Name [] (Enter M or F) M/F

Address []

City [] State [] Zip []

Home Phone [] Work Phone [] Ext. # []

Utility Name [] Co# []

Close Form

Call Type	Utility Type	Comments	Action Taken	Disposition	More than One Utility
<input type="checkbox"/> Local Telephone	<input type="checkbox"/> Cellular				
<input type="checkbox"/> Long Distance Telephone	<input type="checkbox"/> VOIP				
<input type="checkbox"/> Other	<input type="checkbox"/> Broadband				
	<input type="checkbox"/> Electric				
	<input type="checkbox"/> Gas				
	<input type="checkbox"/> Water				

OtherType []

Record: 1 of 1

Form View

- Click on “utility type”
- Choose appropriate box



New Verbal Complaint (cont.)

Microsoft Access - [Customer Verbal Complaint]

File Edit View Insert Format Records Tools Window Help

Taken By: [] Date/Time 2/16/2005 1:23:09 PM

Name [] (Enter M or F) M/F []

Address []

City [] State [] Zip []

Home Phone [] Work Phone [] Ext. # []

Utility Name [] Co#: []

Call Type Utility Type Comments Action Taken Disposition More than One Utility

☐ Closed DateClosed []

☐ Pending DatePending []

☐ Open C-File DateOpenCFile []

Return to Other Choices

Completely Exit

Record: 1 of 1

Form View

- **Disposition.**

- Click appropriate box.
 - Closed.
 - Pending.
 - Be sure to change pending to closed when completed.
 - Open C file.



New Written Complaint

The screenshot shows a Microsoft Access form titled 'Correspondence'. The form has a menu bar (File, Edit, View, Insert, Format, Records, Tools, Window, Help) and a toolbar. The main form area contains the following fields and controls:

- Type:** A drop-down list with 'Analyst' selected.
- Date Received:** A date field.
- 1) Company:** A drop-down list.
- First Name:** and **Last Name:** text fields.
- Customer Business Name:** text field.
- Service Street Address:** text field.
- City:**, **State:**, and **Zip:** text fields.
- Mailing Address (If Different):** text field.
- Call Type:** A section with three tabs: 'Call Type', 'Utility Type', and 'More Than One Utility'. Under 'Call Type', there are several checkboxes: Billing, Cramming, EAS, Delayed Install, Deposit, Deregulated Services, Other Call Type, Directory Error, Disconnect, Info Only, Jamming, Line Extension, Meter Reading, Payment Arng, Poor Cust Svc, Rates/Charges, Repair, Slamming, and Service Problem. A **Date:** field is also present, showing '2/16/2005'.
- Remove checkmark when done!** button.
- Print This Information Check Box and Press This!** button.
- EXIT** button.

At the bottom, there is a status bar showing 'Record: 1 of 1' and a 'Form View' button.

- Choose “type” of complaint (C, RC, GC) through the drop-down list.
- Choose “analyst” name from the drop-down list. Enter the date you received the letter/email.
- Choose company name through the drop-down list by the company number.
- Enter customer information (name, business name, service street address, city, state, zip)
- Click the box for the appropriate complaint type, “Call type.”



New Written Complaint (cont.)

The screenshot shows a Microsoft Access form titled 'Correspondence'. The form is in 'Form View' and contains the following fields and controls:

- Top Section:** Fields for 'Type', 'Analyst', and 'Date Received'.
- Customer Information:** Fields for 'Company', 'First Name', 'Last Name', 'Customer Business Name', 'Service Street Address', 'City', 'State', and 'Zip'.
- Buttons:** 'EXIT', 'Close Form', and a blue button labeled 'Remove checkmark when done!'.
- Mailing Address:** A field for 'Mailing Address (If Different)'.
- Utility Type Section:** A tabbed section with 'Call Type', 'Utility Type', and 'More Than One Utility' tabs. Under 'Utility Type', there are checkboxes for:
 - Local Telephone
 - Long Distance Telephone
 - Cellular
 - VOIP
 - Broadband
 - Electric
 - Gas
 - Water
- Other Type:** A text field for 'Other Type'.
- Footer:** A status bar showing 'Record: 1 of 1' and 'Form View'.

- Indicate Utility Type
 - Check the box next to the appropriate utility type.
 - If not in the list, enter the utility type (e.g., cable) in the “Other Type” field.



New Written Complaint (cont.)

The screenshot shows a Microsoft Access window titled 'Microsoft Access - [Correspondence]'. The form is titled 'Type' and includes a dropdown menu for 'Analyst' and a 'Date Received' field. The form is divided into sections for customer information and company details. The first section includes fields for '1) Company', 'First Name', 'Last Name', 'Customer Business Name', 'Service Street Address', 'City', 'State', and 'Zip'. There is a 'Mailing Address (If Different)' field and a 'Call Type' dropdown. The second section includes fields for '2) Company' and '3) Company'. A blue button labeled 'Remove checkmark when done!' is visible. The bottom of the form shows a 'Record' status bar indicating 'Record: 1 of 1' and a 'Form View' button.

- If there are multiple companies involved, you may enter additional company names here through the drop-down list.



QUESTIONS?



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