

IUB Customer Service

Customer Complaint Database

NARUC Energy Regulatory Partnership Program

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



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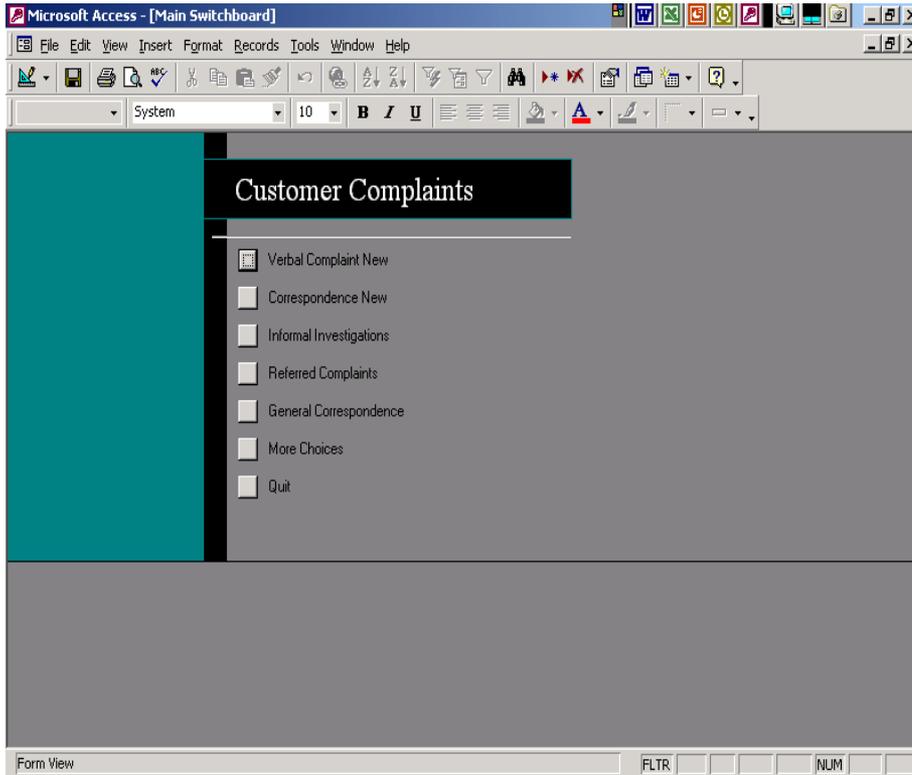
Date: October 5, 2011

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

<input type="checkbox"/> Billing	<input type="checkbox"/> Directory Error	<input type="checkbox"/> Payment Armg	Return to Other Choices
<input type="checkbox"/> Cramming	<input type="checkbox"/> Disconnect	<input type="checkbox"/> Poor Cust Svc	
<input type="checkbox"/> EAS	<input type="checkbox"/> Info Only	<input type="checkbox"/> Rates/Charges	Completely Exit
<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"/> Slamming	
<input type="checkbox"/> Deregulated Services	<input type="checkbox"/> Misdial	<input type="checkbox"/> Service Problem	
<input type="checkbox"/> 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.)

The screenshot shows a Microsoft Access database form titled "Customer Verbal Complaint". The form is in "Form View" and displays the following fields and controls:

- Taken By:** A dropdown menu.
- Date/Time:** A text box containing "2/16/2005 1:23:09 PM".
- Name:** A text box with a "(Enter M or F) M/F" checkbox.
- Address:** A text box.
- City:** A text box.
- State:** A dropdown menu.
- Zip:** A text box.
- Home Phone:** A text box.
- Work Phone:** A text box.
- Ext. #:** A text box.
- Utility Name:** A dropdown menu.
- Co#:** A text box.
- Navigation Tabs:** "Call Type", "Utility Type", "Comments", "Action Taken", "Disposition", and "More than One Utility".
- Comments:** A large text area for entering notes.
- Buttons:** "Return to Other Choices" and "Completely Exit".
- Record Navigation:** "Record: 1 of 1" with navigation icons.
- Form View:** A button at the bottom left.
- NUM:** A button at the bottom right.

- 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"/>	Long Distance Telephone				
<input type="checkbox"/>	Other				
<input type="checkbox"/>	Cellular				
<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
<input type="checkbox"/> Closed		DateClosed	[]		
<input type="checkbox"/> Pending		DatePending	[]		
<input type="checkbox"/> 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 database form titled "New Written Complaint". The form is in "Form View" and displays the following fields and controls:

- Type:** A drop-down menu with "Analyst" selected.
- Date Received:** A date field.
- 1) Company:** A drop-down menu.
- First Name:** and **Last Name:** text input fields.
- Customer Business Name:** text input field.
- Service Street Address:** text input field.
- City:**, **State:**, and **Zip:** text input fields.
- Mailing Address (If Different):** text input field.
- Call Type:** A section with three columns: "Call Type", "Utility Type", and "More Than One Utility". It contains several checkboxes for complaint types: Billing, Directory Error, Payment Arng, Cramming, Disconnect, Poor Cust Svc, EAS, Info Only, Rates/Charges, Delayed Install, Jamming, Repair, Deposit, Line Extension, Slamming, Deregulated Services, Meter Reading, Service Problem, and Other Call Type.
- Date:** A date field with the value "2/16/2005".
- Print Information:** A button with the text "<--- Print This Information Check Box and Press This!".
- Remove checkmark when done!** A blue button.
- EXIT:** A button with a cursor icon.
- Record:** A navigation bar showing "Record: 1 of 1".
- Form View:** A button at the bottom left.
- NUM:** A button at the bottom right.

- 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.)

Microsoft Access - [Correspondence]

File Edit View Insert Format Records Tools Window Help

Type: Analyst Date Received

1) Company: [Dropdown]
First Name: [Text] Last Name: [Text]
Customer Business Name: [Text]
Service Street Address: [Text]
City: [Text] State: [Text] Zip: [Text]
Mailing Address (If Different): [Text]

Call Type: Utility Type More Than One Utility

Local Telephone Cellular Electric
 Long Distance Telephone VOIP Gas
 Broadband Water

Other Type: [Text]

Remove checkmark when done!

Records: 1 of 1
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.)

Microsoft Access - [Correspondence]

File Edit View Insert Format Records Tools Window Help

Type: [] Analyst: [] Date Received: []

1) Company: [] [] <--- Print This Information Check Box and Press This!

First Name: [] Last Name: []

Customer Business Name: []

Service Street Address: []

City: [] State: [] Zip: []

EXIT []

Mailing Address (If Different): []

Call Type: [] Utility Type: [] More Than One Utility: []

2) Company: [] []

3) Company: [] []

Record: [] 1 of 1

Form View [] [] [] [] NUM [] []

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



QUESTIONS?



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