

Policy: #1180 – Customer Service

SCOPE OF POLICY: Board of Directors, Employees

RESPONSIBILITY: Board of Directors, Management

I. Policy

Elkhorn Rural Public Power District (ERPPD) exists to serve the electric needs of the customer. Therefore, it shall be the policy of the ERPPD that all service-related practices, procedures, fee schedules and rates shall provide fair and equitable treatment and quality service for all classes of customers.

II. Procedure

In implementing and overseeing the administration of such practices, procedures, fee structures and rates, care shall be taken to ensure that:

- A. Customers are treated with respect and courtesy at all times.
- B. Customers are periodically surveyed in a manner to determine their satisfaction with the quality of service, and practices and procedures are revised or updated as appropriate to ensure customers continue to be satisfied with the ERPPD's operations and services.
- C. Practices, procedures and fee schedules are consistent with all applicable laws and regulations.
- D. A due-process procedure is applied in an attempt to resolve customer complaints, problems or disputes.
- E. Customers are provided sufficient information regarding all billing, collection and service termination procedures, and these procedures are designed to minimize the inconvenience experienced by customers.
- F. Rates are fair and non-discriminatory with regard to each rate class and are sufficient to sustain the ERPPD's operation and financial posture and obligations.
- G. Fees charged are proportional to the actual cost of the activity in question.
- H. Customer inquiries are answered promptly, consistent with policies governing the confidentiality of certain information.
- I. Management shall be responsible for ensuring service rules and regulations, operating procedures, fee schedules and rates are developed and administered in accordance with this policy.
- J. The Board of Directors reserves the right to review and approve specific aspects the fee schedule, rates, and the due process procedure for addressing customer complaints or disputes.

Implementation: 4/13/2004
Revised: 7/09/2019; 8/11/2020
Reviewed: 9/8/2009

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- K. Management shall periodically evaluate and make recommendations regarding these issues, and the Board of Directors shall approve (or revise) said recommendations.
- L. Management shall report on the results of customer surveys, as well as keep the Board of Directors regularly apprised of complaints and concerns.