

**ELKHORN RURAL PUBLIC POWER DISTRICT****POLICY #1180****CUSTOMER SERVICE**

**OBJECTIVE:** To set forth the Board's expectations regarding the quality of service that the District will provide to its customers.

**POLICY:** The District exists to serve the electric needs of the customer. Therefore, it shall be the policy of the District that all service-related practices, procedures, fee schedules and rates shall provide fair and equitable treatment and quality service for all classes of customers. 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 District'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 generally understand and support all billing, collection and service termination procedures, and these procedures are designed to minimize the inconvenience experienced by customers.
- F. Rates are fair and equitable with regard to each rate class and are sufficient to sustain the District'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.

**RESPONSIBILITY:**

- A. The General Manager shall be responsible for ensuring that a manual containing service rules and regulations, operating procedures, fee schedules and rates is developed and administered in accordance with this policy.

- B. The Board of Directors reserves the right to review and approve specific aspects of such a manual, including the fee schedule, rates and the due process procedure for addressing customer complaints or disputes.
- C. The General Manager shall periodically evaluate and make recommendations regarding these issues, and the Board of Directors shall by resolution approve (or revise) said recommendations.
- D. The General Manager shall also report on the results of customer surveys, as well as keep the Board regularly apprised of complaints and concerns.
- E. The General Manager shall ensure the enforcement of this policy

Adopted: April 13, 2004  
Reviewed: September 8, 2009