

**7810.1200 RECORD OF COMPLAINT.**

Each utility shall keep a record of all complaints received by it from its customers which shall be classified as directed by the Public Utilities Commission. The record shall show the name and address of the customer, the date and nature of the complaint, and its disposition and date thereof. The utility shall keep records of the customer complaints in such a manner as will enable it to review and analyze its procedures and actions.

**Statutory Authority:** *MS s 237.07; 237.10; 237.11*

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