

7820.0400 COMPLAINT RECORDS.

Each utility shall keep a record of 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 complainant, the date and nature of the complaint, and its disposition and the date thereof. The utility shall keep records of customer complaints in such a manner that will enable it to review and analyze its procedures and actions.

Statutory Authority: *MS s 216B.08; 216B.09*

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