

7820.0500 REPORTING REQUIREMENT.

Each utility shall file an annual report on or before May 1 with the Public Utilities Commission containing the following information:

A. The total numbers of resolved and unresolved complaints by class of service and type of complaint.

B. The total number of customers in each class of service and the total number of customers who initiated service during the past year.

C. The names, addresses, and telephone numbers of personnel designated and authorized to receive and respond to the requests and directives of the Public Utilities Commission regarding customer inquiries, service requests, and complaints. The utility shall keep this information current and if changes occur, the utility must inform the commission immediately of these changes.

This report will be an official document and all information must be verifiable and available for inspection and investigation by commission staff. The utility must provide, upon notice by the commission, an up-to-date report of this type prior to any hearing before the commission, or upon any official request of the commission. The commission shall initially mail copies of the type of form to be used for this report to all utilities regulated hereunder.

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

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