

7826.1700 REPORTING CALL CENTER RESPONSE TIMES.

The annual service quality report must include a detailed report on call center response times, including calls to the business office and calls regarding service interruptions. The report must include a month-by-month breakdown of this information.

Statutory Authority: *MS s 216B.81*

History: *27 SR 1174*

Published Electronically: *February 13, 2003*