

Consumer Services Department – FY2011



Calls and Complaints Handled:

Calls Handled in FY 2011:

Complaints—3224
 Inquiries — 5103
 Public
 Comments - 1866
 Total = 10,193

Complaints by Utility Type in Descending Order:

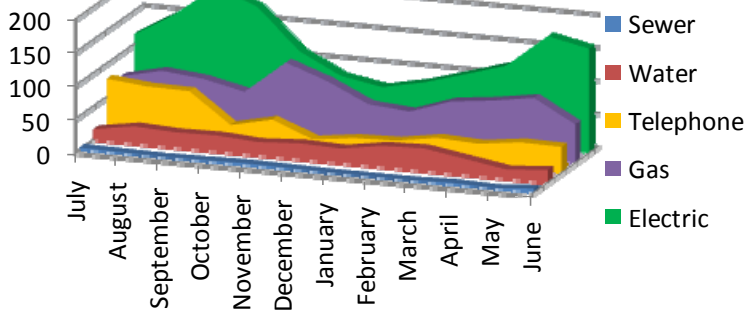
Electric - 1531
 Gas - 898
 Telephone - 491
 Water - 278
 Sewer - 26

Formal Complaint Cases Handled by Consumer Services:

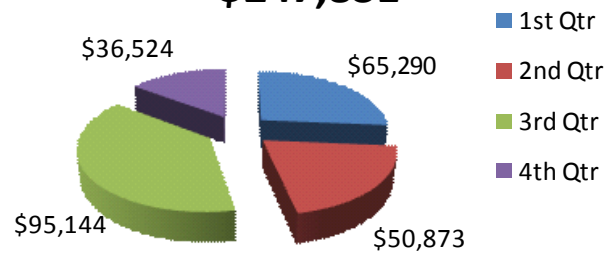
Gas - 5
 Electric - 3
 Total = 8

The Consumer Services Department Saved Consumers = \$247,831

Complaints by Utility Type For FY 2011



Consumer Savings for FY2011 \$247,831



FY 2010 Top Complaint Issues

Gas—Discontinuance of Service, Billing Issues (Disputed Bill, Re- Bill)

Electric—Discontinuance of Service, Billing Issues (High Bill, disputed Bill), Denial of Service,

Telephone— Service Quality Issues, Disputed Bill

Water—Billing (High Bill & Disputed Bill), Discontinuance of Service

Sewer—Disputed Bill