

Appendix A

Service Quality Reporting Standards 7826.1400 – 7826.2000

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7826.1400 REPORTING METER-READING PERFORMANCE.

The annual service quality report must include a detailed report on the utility's meter-reading performance, including, for each customer class and for each calendar month:

- A. the number and percentage of customer meters read by utility personnel;
- B. the number and percentage of customer meters self-read by customers;
- C. the number and percentage of customer meters that have not been read by utility personnel for periods of six to 12 months and for periods of longer than 12 months, and an explanation as to why they have not been read; and
- D. data on monthly meter-reading staffing levels, by work center or geographical area.

7826.1500 REPORTING INVOLUNTARY DISCONNECTIONS.

The annual service quality report must include a detailed report on involuntary disconnections of service, including, for each customer class and each calendar month:

- A. the number of customers who received disconnection notices;
- B. the number of customers who sought cold weather rule protection under Minnesota Statutes, sections 216B.096 and 216B.097, and the number who were granted cold weather rule protection;
- C. the total number of customers whose service was disconnected involuntarily and the number of these customers restored to service within 24 hours; and
- D. the number of disconnected customers restored to service by entering into a payment plan.

7826.1600 REPORTING SERVICE EXTENSION REQUEST RESPONSE TIMES.

Under this rule, utilities are required to report on service extension request response times, including, for each customer class and each calendar month:

- A. The number of customers requesting service to a location not previously served by the utility and the intervals between the date service was installed and the later of the in-service date requested by the customer or the date the premises were ready for service.
- B. The number of customers requesting service to a location previously served by the utility, but not served at the time of the request, and the intervals between the date service was installed and the later of the in-service date requested by the customer or the date the premises were ready for service

7826.1700 REPORTING CALL CENTER RESPONSE TIMES.

On an annual basis, utilities shall answer 80% of calls made to the business office during regular business hours within 20 seconds. "Answer" means that an operator or representative is ready to render assistance or accept the information to handle the call. Acknowledging that the customer is waiting on the line and will be served in turn is not an answer. If the utility uses an automated call-processing system, the 20-second period begins when the customer has selected a menu option to speak to a live operator or representative. Utilities using automatic call-processing systems must provide that option, and they must not delay connecting the caller to a live operator or representative for purposes of playing promotional announcements.

On an annual basis, utilities shall answer 80% of calls directed to the telephone number for reporting service interruptions within 20 seconds. "Answer" may mean connecting the caller to a recording providing, to the extent practicable, at least the following information:

- A. the number of customers affected by the interruption;
- B. the cause of the interruption;
- C. the location of the interruption; and
- D. the utility's best estimate of when service will be restored, by geographical area.

7826.1800 REPORTING EMERGENCY MEDICAL ACCOUNT STATUS.

Each utility must report the number of customers who sought emergency medical account status provided under Minnesota Statutes [216B.098](#), subd 5 and must also include the number of applicants who were granted or denied status, as well as the reason(s) for denial.

7826.1900 REPORTING CUSTOMER DEPOSITS.

The annual service quality report must include the number of customers who were required to make a deposit as a condition of receiving service.

7826.2000 REPORTING CUSTOMER COMPLAINTS.

Utilities must provide a detailed report on complaints by customer class and calendar month that include the following information:

- A. The number of complaints received.

- B. The number and percentage of complaints alleging billing errors, inaccurate metering, wrongful disconnection, high bills, inadequate service, and the number involving service extension intervals, service-restoration intervals, and any other identifiable subject matter involved in five percent or more of customer complaints.
- C. The number and percentage of complaints resolved upon initial inquiry, within ten days, and longer than ten days.
- D. The number and percentage of all complaints resolved by taking any of the following actions:
 - (1) Taking the action the customer requested;
 - (2) Taking an action the customer and the utility agree is an acceptable compromise.
 - (3) Providing the customer with information that demonstrates that the situation complained of is not reasonably within the control of the utility.
 - (4) Refusing to take the action the customer requested.
- E. The number of complaints forwarded to the utility by the commission's Consumer Affairs Office for further investigation and action.