



PUBLIC UTILITY BOARD POLICY

<p>Category: Strategic Directive</p> <p>Date of Adoption: September 23, 2020</p> <p>Resolution No.: U-11197</p> <p>Revision Date:</p>	<p>Title: Customer Service</p> <p>Policy Number: SD-13</p>
--	--

Purpose

As a municipal utility, TPU is committed to providing the highest levels of customer services. The Public Utility Board has established this directive to ensure positive customer experiences in their interactions with TPU staff, Board Members, consultants, and sub-contractors.

Values

1. TPU takes pride in its role as a critical services supplier for the communities it serves. TPU recognizes the impact customer service has on community relations, trust and respect.
2. TPU customers will be treated compassionately, respectfully, and equitably.
3. TPU customers and stakeholders will be listened to, valued and engaged with civil, professional, and timely communication in our communities most commonly used languages.

Outcomes

1. TPU's customer service will be known for excellence by our customers.
2. TPU will have payment options and assistance programs designed to provide customers with access to financial support and resources.
3. TPU staff will keep the Public Utility Board apprised of best practices and customer service trends including new technology.
4. TPU will ensure our complaint processes are adequate for all customers who believe their treatment has not been appropriate. Customer feedback will be used to improve future processes.

5. TPU will leverage technology in an attempt to serve customers in their preferred communication channels.

Measurements

1. TPU's Public Utility Board will receive an annual benchmark of customer satisfaction. TPU's goal is to achieve first or second quartile performance in customer satisfaction.
2. TPU's Public Utility Board will receive updates on key operational performance metrics with high customer value. These metrics include:
 - a. Total dollars and number of customers served through utility assistance programs.
 - b. Phone service levels and average speed to answer calls.
 - c. Billing timeliness and accuracy.

Reporting Frequency

Annually; the Customer Satisfaction Data (#1) will be provided in a Board report.

Quarterly; Operational Metrics (#2) will be provided in board reports.

Updates on assistance programs and other customer impacting initiatives will occur on an as needed basis.