

4901:1-15-33

**Complaints and complaint handling procedures.**

- (A) Each waterworks company and/or sewage disposal system company shall accept and process both oral and written complaints.
- (B) Each company shall investigate each complaint in a fair and complete manner and report the results to the customer, either orally or in writing, within ten business days after the date of the receipt of the complaint.
- (C) Complaint records will be kept in accordance with paragraph (E) of rule 4901:1-15-14 of the Administrative Code.
- (D) If the complainant is not satisfied with the company's report(s), the company shall promptly inform the customer of the availability of the commission's complaint handling procedures, including the then current address and the local or toll-free telephone number of the commission's call center.
- (E) Each company shall, in addition to the requirements imposed by any other provisions of this chapter, make a fair and complete investigation of any customer's complaint referred by the commission.
- (F) Each company shall submit a report to the commission within ten business days after the receipt of a commission request for information concerning a complaint(s). The report shall outline the company's investigation and any corrective measure(s) taken. The company shall submit reports in writing upon commission request.

Five Year Review (FYR) Dates: 6/13/2023 and 06/13/2028

CERTIFIED ELECTRONICALLY

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Certification

06/13/2023

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Date

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