



**OFFICE OF UTILITIES REGULATION**  
*Regulating Utilities for the Benefit of All*

# CONSUMER AFFAIRS UNIT (CAU)

## CUSTOMER CHARTER

*We expect our Customers to:*

- » Take your complaints to the respective service provider, escalating the matter where necessary before appealing to us;
- » Submit appeals of your service provider's decision in writing (letter, email or fax), which should contain the account number affected;
- » Provide accurate and detailed information;
- » Provide contact details including: telephone number, mailing address and email address;
- » Provide timely response to requests for additional information or clarification;
- » Treat our staff with the same level of respect received; and
- » Take the time to provide us with feedback to help us to continually improve our services.

*What to expect from us:*

- » Professional, warm and friendly staff;
- » Courteous Consumer Affairs Officers who will identify themselves upon contact;
- » Complete investigation of your appeals within 65 working days;
- » To be provided with an update on your appeal every thirty (30) working days;
- » To be seen by a Consumer Affairs Officer within five (5) minutes of arrival;
- » Your information will be treated with the strictest level of confidentiality; and
- » To be provided with accurate and current information.

