

OUR SERVICE STANDARDS FOR THE APPEALS PROCESS

Our Appeals Process outlines the steps taken in conducting investigation into your concerns with your utility provider. However, you must first complete the service provider's complaints procedure at the service provider before appealing the decision to the OUR. In submitting your appeal, you must include: a copy of the utility's response, a letter outlining your reason for appealing and any other supporting information.

OUR'S APPEALS PROCESS *	TIMELINE (Working Days)
Acknowledgement and Assignment of Appeals	2
Case Letter Preparation and Dispatch	5
Response from Service Provider	30
Review of Provider Response	10
Follow-up Case Letter where necessary	0
Response from Service Provider to Follow-up Case Letter	5
Review of Provider Response to Follow-up Case Letter	5
Final Letter Preparation	5
Review Draft Final Letter	2
Dispatch Final Letter	1
	65

*Special Appeals are completed within 85 Business Days.

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OFFICE OF UTILITIES REGULATION
Regulating Utilities for the Benefit of All

CONSUMER AFFAIRS CUSTOMER CHARTER



The purpose of the Consumer and Public Affairs Department is to administer the consumer affairs regulatory function of the OUR and to monitor and evaluate the customer service performance of all regulated utilities.

Our commitment to you...



Special Appeals relate to those matters which require consultation outside of the Consumer Affairs Unit. As such, an additional twenty (20) working days is provided for the needed consultation; thereby resulting in a completion timeline of 85 working days for these appeals. Customers are advised of the completion timeline for general and Special Appeals.

The Office of Utilities Regulation, through the Consumer Affairs Unit, is committed to providing you with exemplary service. In this regard, this Charter outlines how we will conduct our duties and responsibilities to you, our valued customers, while enabling access to information in a customer-centric environment.

WHAT YOU SHOULD EXPECT FROM US:

- Professional, warm and friendly staff.
- Courteous Consumer Affairs Officers who will identify themselves upon contact.
- Complete investigation of your routine 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 to be treated with the strictest level of confidentiality.
- To be provided with accurate and current information.

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.
- Take the time to provide us with feedback to help us to continually improve our services.

ESCALATION OF APPEALS PROCEDURE:

