

When a customer calls complain of a high bill, the High Bill Complaint process begins.

- The Customer Service Representative informs Billing of the Complaint by issuing a "Reminder Note" in CSM. Billing then will contact the customer to verify if the request and update contact information. A "Service Order" is then issued in CSM to Meter Reading.

- The Meter Reading Inspector will perform an inspection to determine if there is a leak. If a leak is found the Inspector will determine if the leak is the responsibility of SWBNO or the Customer.

- For leaks determined to be on SWBNO's side, a Service Request is issued in RJN to the Networks Department. Another inspection is performed. The Networks inspector will give additional analysis on whether the leak is the responsibility of SWBNO or the customer. If that inspection considers the leak to be the responsibility of SWB a "Work Order" is issued in RJN for the repair. Once the repair is completed, Billing must wait until they receive a reading for one full cycle to make an adjustment.

- For leaks that are the responsibility of the customer, The customer is informed of the leak and that they are responsible for any repairs. The leak must be repaired and paperwork from the Plumber must be submitted before an adjustment can be made. Billing must wait until they receive a reading for one full cycle to make an adjustment.

* Customers are sent notices every 30 days to update them on the open investigation.

Overview

High Bill Complaints

Customer Service

Customer complains of high bill

Creates request for Investigation

Receives request for Investigation

Exempt high bills from collection activities and penalties

Flags account as collection and penalty exempt

Does customer have auto pay

Remove Auto Pay

Contact Customer to verify contact information

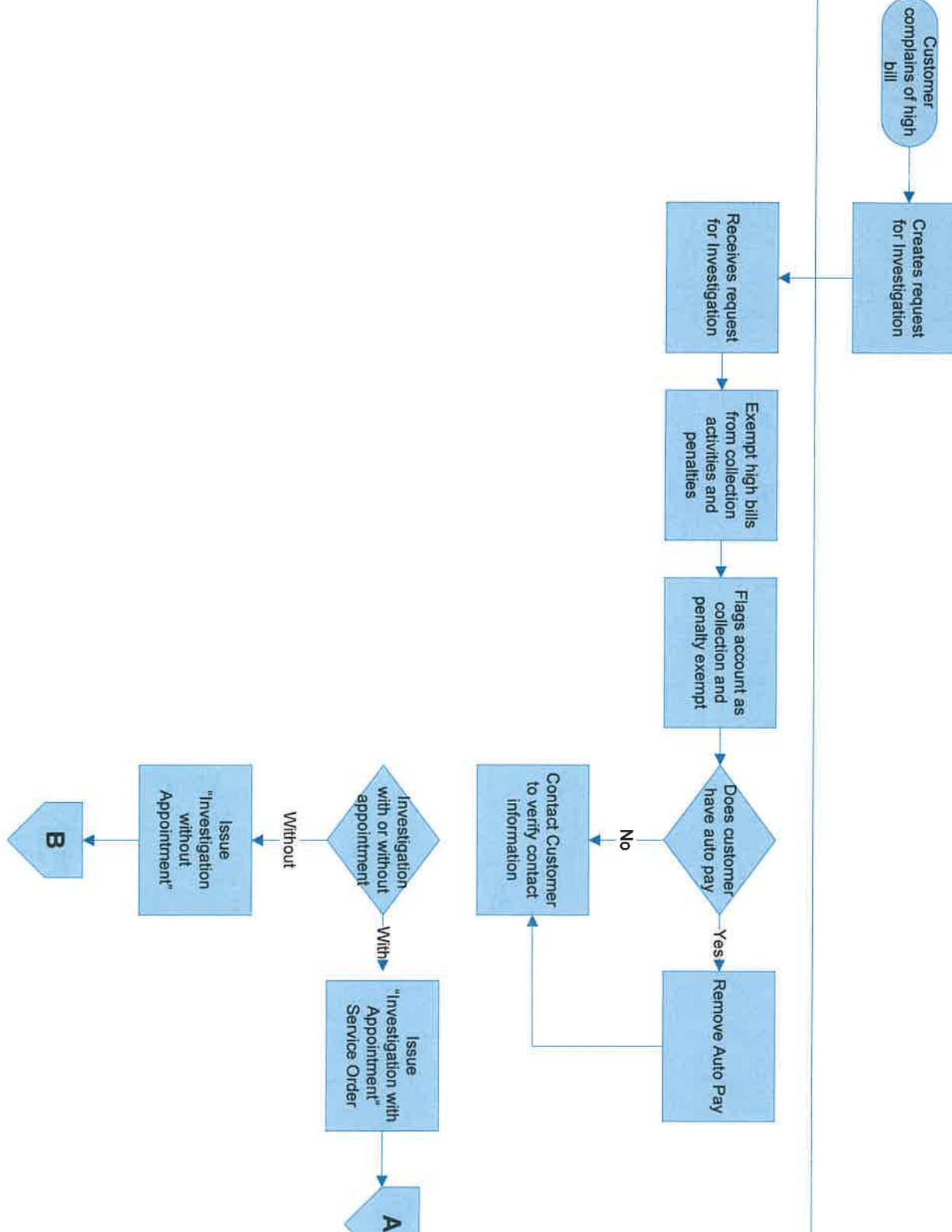
Issue "Investigation with Appointment" Service Order

Issue "Investigation without Appointment"

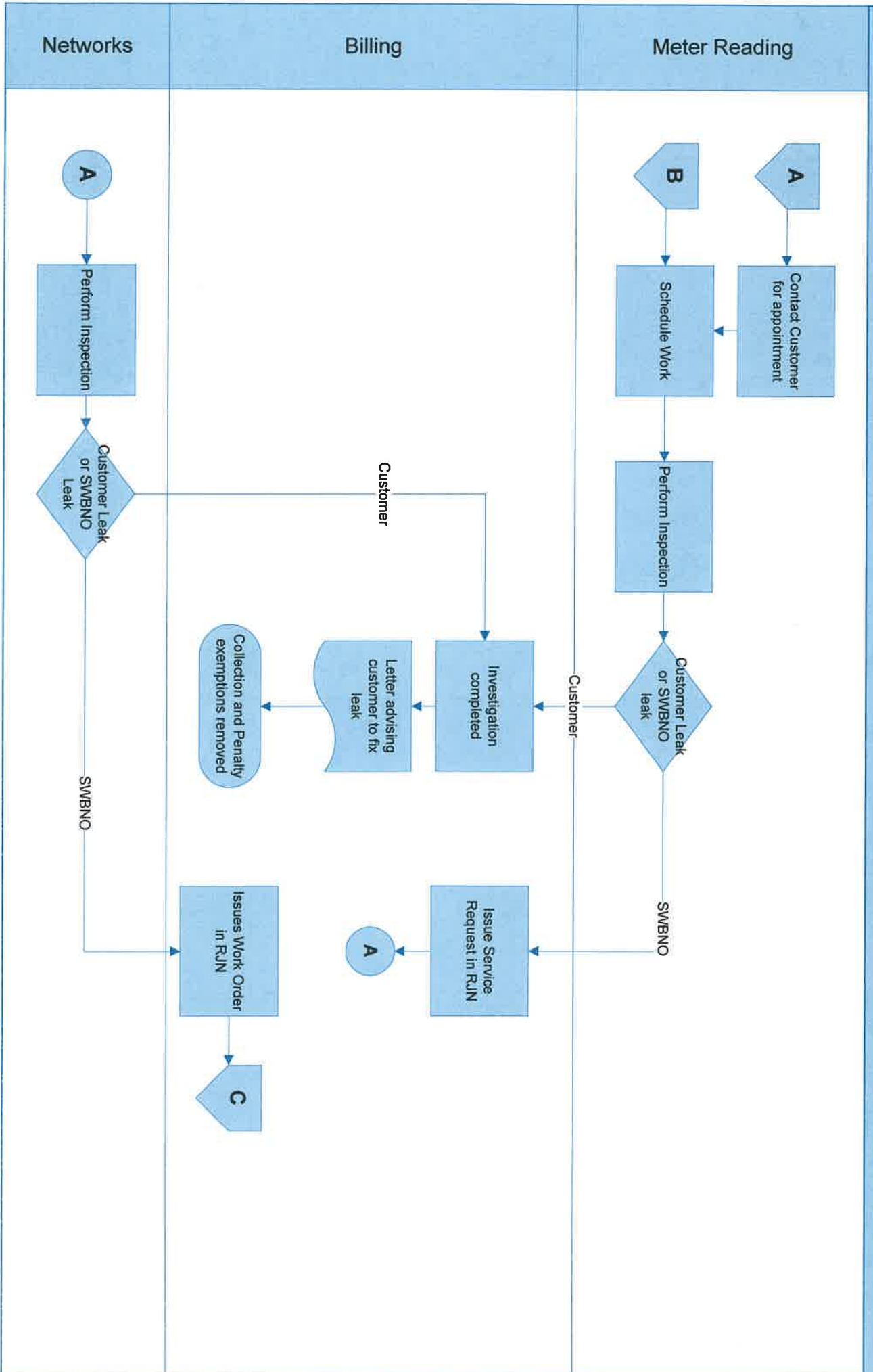
B

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Billing



High Bill Complaint



High Bill Complaints

