

EWEB Customer Feedback and Complaint Procedure

1. Purpose and Values Statement

As a customer-owned utility, your feedback on EWEB's services is highly valued. Customer input can help us better understand community expectations, identify areas that need improvement, and provide an opportunity to correct mistakes.

EWEB recognizes the right of our customers to provide feedback on service performance. While each situation has unique elements, the following procedure lays out the fundamental principles for handling complaints. This includes a commitment to a courteous and timely response, development of remedies that meet the needs of the customer and organization, and a fair, transparent process for resolution.

2. Definition

Feedback can be positive or negative. For purposes of this policy, a complaint is defined as an expression of dissatisfaction with EWEB's services. Customers can use this procedure to recognize good service or address:

- Employee discourtesy
- Billing disputes
- Other service or program complaints

If you have a property damage complaint, please contact our Claims Department directly at (541) 684-5843.

3. Steps to Take

Feedback about EWEB service can be registered:

- By phone at (541) 484-2411, where your call will be directed to the appropriate department
- By email at ask.us@eweb.org
- On EWEB's website at www.eweb.org/public/documents/policies/complaintProcedure.pdf

To help us better address your concerns, please have the following information available:

Your name, date of occurrence, nature of the incident, resolution requested, and any supporting documentation or narrative. If a complaint involves an EWEB billing statement, please have your EWEB customer account number and/or social security number available.

4. Response Timeline

- Regardless of how feedback is registered, customers will receive an acknowledgement that their complaint was received and information about when to expect a response from EWEB.
- EWEB is committed to a prompt response. In many instances, a complaint can be handled informally on the same day it is received by EWEB. However, some issues may require additional information and/or supervisory review. For complaints that cannot be

resolved upon intake, EWEB will strive to respond within five (5) business days.

5. Complaint Resolution

Many complaints can be resolved to the customer's satisfaction through one or more of the following options:

- Explanation of EWEB policies and practices and/or other provision of information
- Documentation of the complaint and referral to the appropriate department or supervisor with operational responsibility for the subject matter of the complaint.
- Review and potential adjustment to the customer's billing statement
- Technical assistance/referrals to other agencies

Some situations may require further evaluation and corrective action. In these cases, staff will conduct a full and fair investigation of the complaint, including consideration of information provided by the customer, review of additional background including billing files and/or site inspections, and other relevant information to evaluate the situation and offer a resolution.

6. Options for Supervisory Review and Appeals

- EWEB's front-line employees are empowered to resolve customer complaints and provide redress. However, if the customer is not satisfied with the result, staff will involve his/her supervisor in problem-solving a resolution.
- A customer who disagrees with a billing, collection or deposit decision shall have the right to appeal the decision. The EWEB Appeals Committee is designated to hear all formal appeals of billing decisions and to render a final decision on each appeal. See [Customer Service Policy – All Utilities Section J for more information](#).