

READING AREA Water Authority

Chairman
Vice-Chairman
Secretary
Board Member
Board Member
Board Member
Executive Director

Ernie Schlegel
Eron Lloyd
Julissa Espinal
Gery Fisher
Maria Rodriguez
Ronald Hatt
Dean A. Miller

1801 Kutztown Road
Reading, Pennsylvania 19604
Phone: 610-406-6300
Fax: 610-406-6307
TDD: 610-655-6442

COMPLAINT REVIEW FORM

Customer Name:			
Service Address:		Acct. No.	
Phone Number:		Today's Date:	
Was problem discussed with Water Authority personnel?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
If Yes, who:			
Please check one of the following options:			
	<input type="checkbox"/> Billing Issue	<input type="checkbox"/> Payment Issue	<input type="checkbox"/> Other
Explain in detail the nature of the issue:			

OFFICE USE ONLY		
Date Received:	Received By:	Reviewed By:

Action Plan

To set complaints in context, the Customer Review Panel exist to serve water system customers and the customer has a right to expect a level of quality service from the Reading Water Authority.

* There are some basic principles of good public sector service on which there is mutual agreement, economy, efficiency, effectiveness, fairness, impartiality, prudence and responsiveness. The following phases will be based on these principles. They do not however, automatically lead to customer satisfaction with service or its delivery. This will only occur when the Authority is responsive, as far as reasonably possible, to the expectations of those it serves.

Knowing what those expectations are, how well they are being met, and the extent to which they can be met, is essential to customer satisfaction. By measuring customer complaints it will provide a useful source of information and an opportunity to strengthen public support.

Phase 1

A customer may seek relief under the criteria established by the Policy. Such request for relief shall be in writing and forwarded to the Water Authority. The request will be reviewed by the Executive Director, and if it meets the Reading Area Water Authority's resolution regarding bill relief, the Director will resolve, make adjustment and notify complainant (appendix A).

If not resolved, informs complainant and provides alternative.

Phase II

If the customer is dissatisfied with the proposed disposition as provided in Phase I, he/she may appeal, in person, to the Customer Review Panel. Request for Panel review shall be in writing using the **Complaint Review Form** (appendix B) and must be reviewed by the first Friday of each month. The complainant will receive a confirmation and customer review appearance date within 30 days (appendix C). The complainant will have no more than (10) minutes, when scheduled, to state their complaint. The Panel will review and make the final decision on behalf of the Reading Water Authority. The decision(s) shall be recorded and reported in writing to the Authority at the next regularly scheduled meeting.

Phase III

The Customer Review Panel will meet the 2nd Wednesday of each month from 4:00-5:30 PM. The Panel will consist of a Board member of the Reading Area Water Authority, the Executive Director of the Reading Area Water Authority and/or a City of Reading, water division employee

The Panel is responsible for final disposition on all appeal requests.

It is essential and useful to have a record keeping process for complaints. This process is cost effective and will help identify areas of improvement. The Executive Director will be responsible for maintaining such system for recording complaints. (appendix E).



Customer Review Panel
Complaint Review Management

Reading Water Authority
815 Washington Street
Reading Pa 19601
Phone (610) 655-6504
Fax (610)655-6379
January 26, 1998

Table of Contents

Part ❶ Background	Page 3
Part ❷ Executive Summary	Page 3
Part ❸ Introduction	Page 4
3a Statement of Problem/Need	Page 4
3b Panel Scope and Objectives	Page 4
Part ❹ Action Plan	Page 5
4a Phase I	Page 5
4b Phase II	Page 6
4c Phase III	Page 6
Part ❺ Management Plan	Page 7
5a Project Organization	Page 7
5b Schedule	Page 7
Part ❻ Results	Page 8
Part ❼ Evaluation	Page 8
Appendices	Page 9
Resolution Letter	Appendix A
Complaint Review Form	Appendix B
Notification of Appearance	Appendix C
Final Determination Notice	Appendix D
Panel Review Log	Appendix E

Background

The primary purpose of the Customer Review Panel is to provide an effective complaint management system which is an essential part of quality public-sector service. The Reading Water Authority operates and maintains a water supply, treatment, distribution and conveyance system which it leases from the City of Reading, Pennsylvania, pursuant to a Lease and Operating Agreement, dated May 20, 1994 but effective as of June 1, 1994 as amended and supplemented (the "Lease").

* The Board of the Authority adopted guidelines (the "Policy") which shall apply when evaluating the claim of a Water System customer who applies to the Board for relief from a water bill, which bill reflects higher than normal water consumption due to a leak in the customer's water service.

* The Board of the Authority realizes that the customer may be dissatisfied with the proposed disposition of the complaint under the Policy and seek a decision on a Board level. The customer and public have a right to expect some basic principles of good public-sector service.

* In order to effectively manage this process, the Customer Review Panel has been established to provide a final disposition when a customer appeals their water bill which does not meet the criteria established under the Policy.

Executive Summary

The following key points will be addresses:

- * What kind of complaint can be filed?
- * Where to file complaint?
- * Who is responsible for dealing with complaints?
- * Time limits,
- * Control/Monitoring.

Introduction

Complaints arise when customer are dissatisfied with a service. It is necessary to understand the nature of the dissatisfaction so that the right type of solution can be found. Some complaints are not eligible for a particular resolution system, and some can have no resolution. In these cases complaints still need to be treated with respect and should receive a full explanation of why their complaint is not being accepted, or why there is no resolution.

Statement of Problem/Need

- * To establish a formal panel dealing with billing appeals.
- * The Customer Review Panel provides a fair and effective manner in which the Board of the Authority may review or resolve complaints of water system customers seeking relief on their water bill.

Panel Scope and Objectives

The Panel's objective is to determine the final decision on water service customer appeals when not meeting criteria established for customer relief under the Resolution.

- * The Panel will consist of a board member of the Board, the Executive Director and a staff employee.
- * The Panel will meet monthly on the 2nd Wednesday of each month.
- * The panel will be required to present its final decisions at the monthly Water Authority meeting.

Action Plan

To set complaints in context, the Customer Review Panel exist to serve water system customers and the customer has a right to expect a level of quality service from the Reading Water Authority.

* There are some basic principles of good public sector service on which there is mutual agreement, economy, efficiency, effectiveness, fairness, impartiality, prudence and responsiveness. The following phases will be based on these principles. They do not however, automatically lead to customer satisfaction with service or its delivery. This will only occur when the Authority is responsive, as far as reasonably possible, to the expectations of those it serves.

Knowing what those expectations are, how well they are being met, and the extent to which they can be met, is essential to customer satisfaction. By measuring customer complaints it will provide a useful source of information and an opportunity to strengthen public support.

Phase 1

A customer may seek relief under the criteria established by the Policy. Such request for relief shall be in writing and forwarded to the Water Authority. The request will be reviewed by the Executive Director, and if it meets the Reading Area Water Authority's resolution regarding bill relief, the Director will resolve, make adjustment and notify complainant (appendix A).

If not resolved, informs complainant and provides alternative.

Phase II

If the customer is dissatisfied with the proposed disposition as provided in Phase I, he/she may appeal, in person, to the Customer Review Panel. Request for Panel review shall be in writing using the **Complaint Review Form** (appendix B) and must be reviewed by the first Friday of each month. The complainant will receive a confirmation and customer review appearance date within 30 days (appendix C). The complainant will have no more than (10) minutes, when scheduled, to state their complaint. The Panel will review and make the final decision on behalf of the Reading Water Authority. The decision(s) shall be recorded and reported in writing to the Authority at the next regularly scheduled meeting.

Phase III

The Customer Review Panel will meet the 2nd Wednesday of each month from 4:00-5:30 PM. The Panel will consist of a Board member of the Reading Area Water Authority, the Executive Director of the Reading Area Water Authority and/or a City of Reading, water division employee

The Panel is responsible for final disposition on all appeal requests.

It is essential and useful to have a record keeping process for complaints. This process is cost effective and will help identify areas of improvement. The Executive Director will be responsible for maintaining such system for recording complaints. (appendix E).

Management Plan

Phase and Responsibility

Phase I – Executive Director and water division staff.

Phase II – Customer Review Panel

Phase III – Executive Director

Schedule

* Upon receipt by the Water Authority of a request for customer relief, said request shall be given to the Executive Director. The Executive Director will review and determine validity. After having a good faith attempt to establish whether customer relief is warranted, a notification shall be mailed advising the customer of the decision (appendix D) and alternative(s), if warranted.

* When notified, the customer must complete and file a **Complaint Review Form** to appear before the Customer Review Panel. The form must be received by the first Friday of the month for review/disposition within thirty (30) days.

* Upon receipt, it shall be logged, and **Notification of Appearance** mailed. The complaint will be given a date/time to appear, in person, at a Customer Review Panel meeting. The Executive Director will schedule a maximum of four (4) complaint reviews per meeting, and provide any/all necessary related documentation.

* Complainant shall have **no more than ten (10) minutes** to state cause, upon which time the Panel will render a **Final Determination Notice**. (Appendix D) The Authority member will record the decision, including and adjustments, and complete a written report for the next scheduled Authority meeting on the last Thursday of the month. (Appendix E)

Results

* Assures customers will receive a prompt and courteous decision when requesting relief.

* Provides for monitoring revenue.

Evaluation

* Maintaining Notice of Review requests and monthly Panel Review Log, identifying:

* Customer/Complainant

* Service Address

* Telephone Number

* Nature of Complaint i.e. billing dispute, disconnection of service

* Consideration

* Decision

* Adjustment amount, if applicable

Appendices

Resolution Letter

Complaint Review Form

Notification of Appearance

Final Determination Notice

Panel Review Log

RESOLUTION

WHEREAS, the Reading Area Water Authority (the "Authority") operates and maintains a water distribution and conveyance system (the "Water System") which it leases from the City of Reading, Pennsylvania (the "City"), pursuant to a Lease and Operating Agreement, dated May 20, 1994, but effective as of June 1, 1994, as amended and supplemented (the "Lease"); and

WHEREAS, the Authority has promulgated its Water Service Resolution, adopted June 30, 1994, as amended and supplemented (the "Resolution"), which sets forth, among other things, the Rules and Regulations of the Authority (the "Regulations") governing the furnishing of water service to the customers of the Authority; and

WHEREAS, Section 28 of the Regulations provides that no allowance shall be made for excessive consumption of water by a customer due to leaks or other waste of water by such customer; and

WHEREAS, the Board of the Authority desires to address certain perceived inequities in the Regulations with respect to certain customers by adopting a policy which sets forth guidelines whereby a customer, whose water service develops a leak, may be eligible for an allowance towards an unusually high water bill.

NOW, THEREFORE, BE IT RESOLVED, by the Board of the Reading Area Water Authority, as follows:

1. The Board of the Authority hereby amends and supplements Section 28 of the Regulations, and hereby adopts the following guidelines (the "Policy") which shall be applied when evaluating the claim of a Water System customer who applies to the Board for relief from a water bill, which bill reflects higher than normal water consumption due to a leak in the customer's water service:

(a) A customer may qualify for relief if:

(i) The customer establishes that the water bill in question reflects water consumption that is extraordinarily high in comparison to the customer's "ordinary and customary" (defined herein) level of water consumption.

(ii) The customer establishes that the unusually high consumption in question resulted from a leak in the customer's water service.

(iii) The customer establishes that the leak was repaired to the satisfaction of the Authority within thirty (30) days of the discovery of such leak.

(iv) The Board is satisfied that the customer is a customer in good standing with the Authority, and has a good payment history with respect to prior period billings.

(b) If the Board determines that a customer has satisfactorily met the conditions set forth at Subsections (a) (i) through (a) (iv) of this Section 1, the customer's water bill may be adjusted. Such adjustment shall be equal to the amount which would otherwise be due and payable if the customer's water consumption during the billing period in question was two (2) times the volume of the customer's "ordinary and customary" level of water consumption. The customer's "ordinary and customary" level of water consumption shall be determined by calculating the customer's average water consumption over the four billings periods next preceding the billing period in question.

2. The Board of the Authority may amend the Policy outlined in Section 1 hereof in its discretion as circumstances may dictate.

3. Except as amended or supplemented hereby, the Resolution is hereby ratified and confirmed in all respects and shall remain in full force and effect.

4. All resolutions previously adopted by the Authority inconsistent herewith are hereby repealed.

Duly resolved this 6th day of June, 1996, by the Board of the READING AREA WATER AUTHORITY, Berks County, Pennsylvania, in lawful session duly assembled.

By Edward J. Linn
Chairman

Attest: [Signature]
Secretary



Chairman Ernie Schlegel
 Vice-Chairman Eron Lloyd
 Board Member Gery Flsher
 Board Member VACANT
 Board Member VACANT
 Executive Director Dean A. Miller

1801 Kutztown Road
 Reading, Pennsylvania 19604
 Phone: 610-406-6300
 Fax: 610-406-6307
 TDD: 610-655-6442

Inconsistent Usage Adjustment Request Form

Customer Name:			
Service Address:		Acct. No.	
Phone:		Today's Date:	
<p><i>Please complete and return the complaint form along with a copy of the Plumbers Invoice for work completed by a plumber whom is in accordance with the City of Reading Plumbing Code; Section 106 "Permits", as well as a copy of Plumbers Permit in accordance with the Plumbing Code of the City of Reading; Section 106.64 Home Owner Clause, to the Authority no later than the second (2nd) Friday following the day of receipt. The permits MUST be pulled PRIOR to any work being completed.</i></p> <p><i>Once all work has been completed an appointment needs to be set up with City of Reading Plumbing Inspector for inspection before being submitted to the Authority. No adjustment will be given until the Plumbing Inspector has inspected the property and approved the work that was completed.</i></p>			
Amount questioned:	\$		Bill Date:
Is Bill:	<input type="checkbox"/> Current <input type="checkbox"/> Past Due		
Was Problem discussed with Water Authority personnel?	<input type="checkbox"/> Yes <input type="checkbox"/> No		
If Yes, who:			
What do you consider a fair and reasonable resolution?			

OFFICE USE ONLY			
Date:			
Final Decision:	<input type="checkbox"/> Request Denied	<input type="checkbox"/> Approved Relief:	\$



Chairman Ernie Schlegel
 Vice-Chairman Eron Lloyd
 Board Member Raymond Schuenemann III Esq.
 Board Member Gery Flsher
 Board Member VACANT
 Executive Director Dean A. Miller

1801 Kutztown Road
 Reading, Pennsylvania 19604
 Phone: 610-406-6300
 Fax: 610-406-6307
 TDD: 610-655-6442

COMPLAINT REVIEW FORM

Customer Name:			
Service Address:		Acct. No.	
Phone:		Today's Date:	
Amount questioned:	\$	Bill Date:	
Is Bill:	<input type="checkbox"/> Current <input type="checkbox"/> Past Due		
Was Problem discussed with Water Authority personnel?		<input type="checkbox"/> Yes <input type="checkbox"/> No	
If Yes, who:			
Nature of Complaint:	<i>Please check one and state the nature of problem.</i>		
<input type="checkbox"/> High Bill <input type="checkbox"/> Billing Dispute <input type="checkbox"/> Service Termination <input type="checkbox"/> Other			
What do you consider a fair and reasonable resolution?			

OFFICE USE ONLY			
Date:			
Final Decision:	<input type="checkbox"/> Request Denied	<input type="checkbox"/> Approved Relief:	\$



Chairman	Ernie Schlegel
Vice-Chairman	Eron Lloyd
Board Member	Gery Fisher
Board Member	VACANT
Board Member	VACANT
Executive Director	Dean A. Miller

1801 Kutztown Road
Reading, Pennsylvania 19604
Phone: 610-406-6300
Fax: 610-406-6307
TDD: 610-655-6442

RE:

This is to confirm receipt of your Complaint Review Form, appealing the decision on customer relief. Your appearance, in person, is requested by the Complaint Review Panel on:

DATE:

TIME:

At the Reading Area Water Administration Office located at 1801 Kutztown Road, Reading, PA 19604.

In order to provide an effective and prompt decision, the Panel has a ten (10) minute allowance for complainants to state their request. Please be sure to bring documentation that you feel will assist in your appeal and please be prompt.

The review shall consist of not less than a prompt and thorough investigation of the dispute and shall result in a final written decision to be mailed to the complainant within (30) days after its receipt of the complainant's request.

Should you find the need to cancel or reschedule your review appearance, please contact 610-406-6300.

Thank you for your understanding and cooperation.

Sincerely,

Customer Service Representative
Reading Area Water Authority



Chairman Ernest Schlegel
Vice-Chairman Eron Lloyd
Board Member Gery Fisher
Board Member Vacant
Board Member Vacant
Executive Director Dean A. Miller

1801 Kutztown Road
Reading, Pennsylvania 19604
Phone: 610-406-6300
Fax: 610-406-6307
TDD: 610-655-6442

July 1, 2014

FINAL DETERMINATION

Re: ~ Account #

Dear,

Thank you for giving us the opportunity to meet with you on May 21, 2014 . Based on the information supplied and that from our normal sources supplied through your account the Reading Area Water Authority has determined that:

RAWA efforts are to treat all customers equally. Should you have further questions please feel free to contact our office at your convenience.

Sincerely,

Dean Miller
Executive Director
Reading Area Water Authority

DM/sr

