

## CALAVERAS PUBLIC UTILITY DISTRICT POLICIES

Policy Name:	2400 – CUSTOMER RELATIONS		
Approval Authority:	CPUD BOARD OF DIRECTORS	Adopted:	10/13/2020
Resolution No.	Resolution 2020-14	Revised:	10/13/2020

2400.1 Employees are expected to be polite, courteous, prompt, and attentive to every customer. Never regard a customer's question or concern as an interruption or an annoyance. All employees must make every effort to achieve complete, accurate, and timely communications — responding promptly and courteously to all proper requests for information and to all complaints.

2400.2 An employee should never place a telephone caller on hold for an extended period. Incoming calls should be directed to the appropriate person and the employee transferring the call should make sure the call is properly transferred and received. Through conduct, the employee should demonstrate show a desire to assist the customer in obtaining the help he or she needs. If the employee is unable to help a person requesting assistance, the employee should find someone who can.

2400.3 All correspondence and documents, whether to customers or others, must be neatly prepared and error-free. Attention to accuracy and detail in all paperwork demonstrates your commitment to those with whom we do business.

2400.4 When an employee encounters an uncomfortable situation that he or she does not feel capable of handling, the General Manager should be called immediately for assistance. Employees should never argue with a customer. If a problem develops, or if a customer remains dissatisfied, ask your supervisor to assist in a resolution.