

IN THE VILLAGE OF CENTERTOWN, MISSOURI

Bill No. 0020-008

Ordinance No. 201

AN ORDINANCE ADOPTING CENTERTOWN WATERWORKS' CUSTOMER COMPLAINT PROCEDURES

WHEREAS, The Village of Centertown Board of Trustees is adopting procedures for customer complaint procedures as it pertains to Centertown Waterworks' customers.

NOW, THEREFORE, BE IT ORDAINED BY THE BOARD OF TRUSTEES OF THE VILLAGE OF CENTERTOWN, MISSOURI, AS FOLLOWS:

Section 1. Centertown Waterworks' customers can file a complaint concerning water service using one of the following methods. Contacting Centertown Waterworks by telephone is the quickest way to resolve any problems, 573-584-9572. Customers can also contact Centertown Waterworks by email, villageclerk@centertownmo.org, write to Centertown Waterworks, P.O. Box 175, Centertown, MO 65023 or visit Village Hall, 1227 Broadway, Centertown, MO during operating hours; Tuesday, Wednesday, Thursday, 8:00 a.m. to Noon. There is also a contact form on the Village's website, www.centertownmo.org. This can be found under the Waterworks tab. When writing to Centertown Waterworks, customers are asked to provide name, address, account number, phone number, and email address, if available.

Section 2. Complaint will be annotated on attached Customer Complaint Form and provided to Chief Water Operator and Chairman, Board of Trustees.

Section 3. Once the problem has been corrected, the Customer Complaint Form will be annotated and customer will be notified. A copy will be maintained in Centertown Waterworks filing system for a minimum of five years. A copy will also be maintained in the Chief Water Operator's files as well as the water meter's location file.

Section 4. The Board of Trustees will be briefed of any complaints and their resolution during regular board meetings.

Section 5. This ordinance shall be in full force and effect from and after its passage by the Board of Trustees.

FIRST READING HELD: May 6, 2020

SECOND READING HELD AND FINAL PASSAGE ON THIS 6th DAY OF May, 2020 BY THE FOLLOWING VOTE:

	Aye	Nay
Adam Brown	<u> x </u>	<u> </u>
Celine Whitaker	<u> x </u>	<u> </u>
Heather Hunger	<u> x </u>	<u> </u>
Paula Hinshaw	<u> x </u>	<u> </u>
Sherry Kempf	<u>absent</u>	<u> </u>

Signature on file
Chairman, Board of Trustees

ATTEST:

Signature on file
Village Clerk

Customer Complaint Form

Date _____ Time _____ Interviewer _____

Concerned Party's Name _____

Address _____

Phone Number _____

Location of the problem? _____

What was the problem? _____

What was done to correct the problem? _____
