CUSTOMER COMPLAINTS FLOW CHART

Customer/Consumer complaints to the Call Center/Customer Service Center of the Utility Service Provider (EDSA/GUMA/SALWACO). UTILITY STEP 1 **PROVIDER Utility Service Provider (EDSA/GUMA** /SALWACO) initiates investigation and address/resolve customer's complaints. YES Is the customer **END** satisfied? NO Customer/Consumer submits complaint to the **Commission COMPLAINTS** STEP 2 **UNIT WITHIN** THE The Commission sends a copy of the complaint to the Utility Service Provider; makes preliminary **COMMISSION** enquiry and mediate a settlement of the complaint. YES Is the **END** customer satisfied? NO The Commission refers the matter to the Consumer Service Committee for a formal hearing. **CUSTOMER SERVICES** The Committee make a report by way STEP 3 COMMITTEE/ of recommendation to the Commission. **PANEL** The Commission The Commission makes final informs Customer decision on the matter. and the concerned **Utility Service** Provider.