



## Customer Complaint Investigation

Customer Name: \_\_\_\_\_

Date: \_\_\_\_\_

Account Number: \_\_\_\_\_

Meter Number: \_\_\_\_\_

Service Address: \_\_\_\_\_

Ert No.: \_\_\_\_\_

**Issue with Customer:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Repair Needed:**

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Date Investigation Completed: \_\_\_\_\_

Meter Management Signature: \_\_\_\_\_

If new meter installed: \_\_\_\_\_

New Meter Number \_\_\_\_\_

New Ert \_\_\_\_\_

Date New Bill Sent to Customer: \_\_\_\_\_



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