

Sec. 16-11-106. Customer complaints and service requests

Every electric company shall make prompt and reasonable investigation of each complaint and other service requests made to it, either at its office or in writing by any customer; and it shall keep a record of all substantial complaints which shall show the name and address of the complainant, the date and nature of the complaint and the disposal thereof. Records of such complaints shall be kept for a period of not less than three years.