**Section 600.170 Complaint Records**

a) A full and prompt investigation shall be made of each complaint received. The word "complaint," as used in this Section, shall be construed to mean substantial objection made to a utility by a customer as to its charges, facilities, or service, the disposal of which complaint requires investigation or analysis. The receipt of all written complaints shall be acknowledged in writing or by personal contact.

b) A record shall be kept of each complaint, showing the name and address of the complainant, the time of day and date received, the nature of the complaint, the result of the investigation, when and by whom conducted, the final disposition of the complaint and the date of such disposition.

c) Complaints shall be summarized at least quarterly by each operating office. Said summaries shall categorize complaints by type and number and shall be kept for 3 years.