

SMUD BOARD POLICY

Category: Strategic Direction	Title: CUSTOMER RELATIONS
	Policy Number: SD-5
Date of Adoption: August 21, 2003	Resolution No. 03-08-11
Revision 1: October 16, 2003	Resolution No. 03-10-14
Revision 2: May 6, 2004	Resolution No. 04-05-08
Revision 3: February 3, 2005	Resolution No. 05-02-05
Revision 4: April 17, 2008 Rescinded	Resolution No. 08-04-12 Rescinded
Revision 5: June 5, 2008	Resolution No. 08-06-04
Revision 6: August 7, 2008	Resolution No. 08-08-03

Maintaining a high level of customer relations is a core value of the District. Therefore, the Board establishes an overall customer satisfaction target of 95 percent with no individual component measured falling below 85 percent.

As part of this policy:

District customers shall be treated in a respectful, dignified and civil manner.

The District shall communicate a procedure for customers who believe they have not received fair treatment from the District to be heard.

Monitoring Method: GM report
Frequency: Annual