

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: October 16, 2003	Resolution No. 03-10-14
Revision: May 6, 2004	Resolution No. 04-05-08
Revision: February 3, 2005	Resolution No. 05-02-05
Revision: April 17, 2008 Rescinded	Resolution No. 08-04-12 Rescinded
Revision: June 5, 2008	Resolution No. 08-06-04
Revision: August 7, 2008	Resolution No. 08-08-03
Revision: October 16, 2008	Resolution No. 08-10-09

Maintaining a high level of customer relations is a core value of SMUD. 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:

- a) SMUD customers shall be treated in a respectful, dignified and civil manner.
- b) SMUD shall communicate a procedure for customers who believe they have not received fair treatment from SMUD to be heard.

Monitoring Method: GM Report
Frequency: Annual