

**R8-06 COMPLAINTS**

Each utility shall make a full and prompt investigation of all service complaints made to it by its consumers, either directly or through the Commission or the Public Staff. It shall keep a record of all such complaints received which record shall show the name and address of the complainant, the date and character of the complaint and the adjustment or disposal made thereof. Such record shall be kept for a period of one year.

(NCUC Docket No. M-100, Sub 75, 10/27/77.)