



Agency Records Disposition Schedule

Department: Department of Commerce and Insurance

Section: Administration Division

Division: Missouri Public Service Commission

Sub-Section: Consumer Services

TITLE: Customer Complaint Files

CUTOFF:EOCY

DESCRIPTION: Consumers of regulated utilities file complaints regarding their utility service. The complaints are investigated by the Commission Consumer Services Department to be sure that the utility is in compliance with Commission rules and the utilities' approved tariff. Complaint files may include a complaint form; correspondence between the customer, service provider, and staff; payment records; invoice copies; and other documentation to support the complaint.

RETENTION: Years: 3 Months: 0 Days: 0

NOTES:

DISPOSITION ACTION: Destroy

SERIES: 835

SERIES STATUS: Approved

APPROVAL DATE:

9/8/2010