**Section 460.310 Complaints**

a) Each MSP shall investigate each complaint received. The receipt of all written complaints shall be acknowledged in writing or verbally.

b) Each complaint received by an MSP shall be documented, and any records required by this Part shall be made available to Commission personnel upon request. Each record shall contain, at a minimum, the name and address of the complainant, the time of day and the date received, the nature of the complaint, the result of the investigation and/or analysis, when and by whom conducted, the final disposition of the complaint, and the date of disposition.

c) Records of complaints related to accuracy of metering equipment or data, other than requests for meter rereads, shall be kept in the following manner: each MSP receiving complaints shall keep an index or file containing all these complaints for three years, separated by year. If the MSP chooses to maintain an index of complaints, it shall contain enough information to allow access to individual records of each complaint.