



Art Graham, Florida Commissioner

The most important issue, it's not just my state, it's probably all the states, believe it or not, is customer service. A lot of people forget sometimes, is the people we provide power to, water, sewer, gas, they don't have a choice. It's all monopolies. It's not like some of the other states where you can kind of pick and choose. They have no choice. I tell my utilities that come before us all the time, "There's no excuse for poor customer service."

I'll be the first one to make sure you have whatever you need as far as technology, people, money, to make sure people get taken care of. Because there's no reason why someone should complain about not getting a phone call back or getting bill mistakes over and over again and poor customer services. There's no excuse for it.

We have hurricanes in Florida all the time. The power is going to go out, that's fine. It's part of life, we deal with it. We're going to have issues with the water. May be hard water or may have bad taste, we're going to deal with it. But there's no excuse for bad customer service, I refuse to accept bad customer service, and we figured out how to dink their ROI when the customer service is not the level of where it needs to be.

Commissioner Art Graham's *PUF* Spotlight

Not once but twice, Commissioner Art Graham was featured in January's edition of the *Public Utilities Fortnightly (PUF)* magazine. While at the National Association of Regulatory Utility Commissioners' (NARUC) Annual Meeting and Education Conference answering *PUF's* question of the day, "What are the most important issues facing your State or Company?" Commissioner Graham spoke on the importance of good-quality customer service.

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