
DIGEST

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HB 894 Original

2018 Regular Session

Schexnayder

Abstract: Establishes requirements for community water systems with respect to records of customer complaints and to training of certain water system personnel.

Present law defines "community water system" as a public water system that serves year-round residents within a residential setting. Provides that examples of community water systems include those which serve municipalities, water districts, subdivisions, and mobile home parks. Proposed law retains present law.

Proposed law requires each community water system to maintain a record of each complaint it receives by telephone, letter, or electronic mail from customers or users. Provides that the record of each complaint shall include all of the following information:

- (1) The date the complaint was received.
- (2) The service connection to which the complaint relates.
- (3) The name of the customer or user making the complaint and associated contact information.
- (4) A brief description of the complaint.

Proposed law requires that the log containing the complaint record shall also include documentation of corrective actions that the community water system has implemented with respect to the matters detailed in the complaint. Requires the community water system to retain the complaint records required by the provisions of proposed law for at least five years, and to make the records available to the La. Department of Health upon request and without charge.

Proposed law requires that if the state health officer or his designee reviews a complaint record provided for in proposed law and, based upon the results of the review, recommends that any board member, owner, officer, or operator of a community water system, or any combination of these personnel, undertake an appropriate training course incorporating topics concerning proper customer service, customer relations, public relations, or related matters, then the personnel identified shall be required to undertake such training. Stipulates that the training may be delivered by the state, a contractor of the state, or a state-recognized trainer.

Proposed law authorizes the state health officer, if he deems necessary, to require any community water system to implement a demonstrated flushing program.

(Adds R.S. 40:1281.12)