

Customer Complaint Contact Information & Procedure

Consolidated Public Water Supply District No. 1 of Clark County

The District is committed to responding to customer questions, concerns, and complaints in a timely and professional manner.

Customer Complaint Contact

Debbie Campbell

Office Manager / Customer Service

Consolidated Public Water Supply District No. 1

Phone: 660-727-1411

Email: clarkpws1@gmail.com

Office Hours:

Monday – Friday

7:30 AM – 4:00 PM

Closed 11:30 AM – 12:30 PM for lunch

Office Location:

114 West Court

Kahoka, MO 63445

Customer Complaint Procedure

1. Customers may submit complaints or concerns by phone, email, mail, or in person during normal office hours.
2. District staff will document the complaint and forward operational issues to the appropriate personnel for review.
3. The District will investigate the complaint and attempt to respond or resolve the issue in a timely manner.
4. If additional follow-up is required, the customer may be contacted for further information.
5. Customers who are not satisfied with the response may request that the matter be reviewed by District management and/or the Board of Directors.

The District appreciates customer feedback and strives to provide safe and reliable water service to all customers.