



New York State Public Service Commission

Office of Consumer Services

Three Empire State Plaza

Albany, NY 12223-1350

RESPONDING TO CUSTOMERS WHO HAVE CONTACTED THE PSC IS NOW MORE IMPORTANT THAN EVER!

- ❖ Beginning in July 2003 the NYS Public Service Commission will be measuring the responsiveness of all service providers to customer cases forwarded from the PSC staff. The Customer Service Response Index for each company will be calculated and published monthly on the Department's web site.
- ❖ Successful performance will be driven by the number of cases that are satisfied without escalation to complaint status and the timely reply to all cases received by PSC staff.
- ❖ A timely reply not only means resolving the issue with the customer but also notifying the PSC of the resolution, in accordance with procedures.
- ❖ **ENCLOSED IS A REPORT FOR YOUR COMPANY LISTING ALL CASES FOR WHICH THE PSC HAS NOT RECEIVED A RESPONSE. PLEASE FORWARD A RESPONSE TO EACH CASE BEFORE JUNE 30, 2003.**
(List provided by mail only) – for a duplicate copy send e-mail to: OCS_Operations@dps.state.ny.us
- ❖ **FAILURE TO REPLY WILL ADVERSELY EFFECT YOUR COMPANY'S CUSTOMER SERVICE RESPONSE INDEX.**
- ❖ PSC staff will conduct a series of informational meetings to explain the CSRI program and answer any questions from service providers.
- ❖ If you are unable to attend one of the meetings listed on the attached schedule you can attend one of several audio teleconference sessions that staff will host if you have any questions.
- ❖ You must pre-register for attendance at one of these meetings due to space limitations. Send your reservation to: OCS_Operations@dps.state.ny.us
- ❖ A complete copy of the materials included in this mailing is available on the Internet at: www.dps.state.ny.us/ocs.html

DISTRIBUTION:

The presidents of all utility companies operating in New York State were sent this package by US Mail on June 3, 2003. The regulatory customer contact personnel at all utility companies operating in New York State were sent this package by fax or e-mail on June 1, 2003 if the company has provided a fax number or e-mail address.