



Department
of Public Service

Staff Report on Energy Utility Service Quality Performance - 2014

Performance Indicators

- PSC Complaint Rate
- Customer Satisfaction Survey
- Appointments Kept
- Call Answer Rate within 30 seconds
- Billing Accuracy (Adjusted Bills)
- Meter Reads (Estimated Readings)

Customer Service Performance Incentives (CSPI)

Utility	PSC Complaint Rate	Customer Satisfaction Survey	Appointments Kept	Telephone Response (in 30 seconds.)	Adjusted Bills	Estimated Readings	New Service Jobs	ONIM
Central Hud.	✓	✓	✓	✓				
Con Edison	✓	✓	✓	✓				✓
Corning	✓	✓						
NG-NY	✓	✓	✓	✓	✓			
NG-LI	X	X	✓		✓			
NFG	✓	✓	✓	✓	✓	✓	✓	
NG-Upstate	✓	X	✓	✓				
NYSEG	✓	✓	✓	✓		✓		
O&R	✓	✓	✓		✓			
RG&E	✓	✓	✓	✓		✓		
St. Lawrence	✓	✓	✓					

National Grid-Upstate

Missed CSI Target

- Revenue Adjustment in the amount of \$2.54 million
- Causes:
 - Unusually Cold Winter
 - High Electric Commodity Prices
- Actions to Improve:
 - Filed Emergency Petitions to mitigate customer bill impacts
 - Shareholder Contribution of \$1 million to Care and Share

National Grid-Long Island

Missed CSI and PSC Complaint Rate Targets

- Revenue Adjustment in the amount of \$8.9 million
- Causes:
 - Unusually Cold Winter
 - Separation from LIPA
 - Billing System Conversion
- Actions to Improve:
 - Six corrective measures:
AMR, Call Quality Assessment, Cross Functional Teams, Streamlined Activities, Focus on First Call Resolution, Representative Training