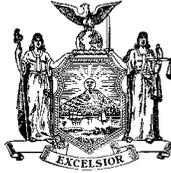


**STATE OF NEW YORK DEPARTMENT OF PUBLIC SERVICE  
THREE EMPIRE STATE PLAZA, ALBANY, NY 12223-1350**

Internet Address: <http://www.dps.state.ny.us>

**PUBLIC SERVICE COMMISSION**

**WILLIAM M. FLYNN**  
*Chairman*  
**THOMAS J. DUNLEAVY**  
**JAMES D. BENNETT**  
**LEONARD A. WEISS**  
**NEAL N. GALVIN**



**DAWN K. JABLONSKI**  
*General Counsel*

**JANET HAND DEIXLER**  
*Secretary*

June 3, 2003

Dear Company Executive:

Each month since 1981, the Office of Consumer Services (OCS) has reported each month on the number of complaints received against Major New York Utilities and related that number to a complaint rate per 100,000 customers. The value of this complaint rate statistic has diminished over the past few years as a result of increased competition in the energy and telecommunication markets. As you may know, in 2002, OCS revised its consumer assistance process by introducing a Quick Resolution System (QRS) to handle customer issues. As a result of QRS, the number of "complaints" recorded has declined justifying a need to develop an alternate way of measuring the level of customer service provided by providers of energy, telecommunications, cable television and water service.

In order to measure the overall service provided on a company by company basis, OCS has developed a Customer Service Response Index (CSRI). This index will be used to compare the level of service delivered by each company on a monthly basis. OCS identified three metrics that will be used to measure the service and responsiveness provided by utility companies to their customers who contact the PSC for assistance. The three metrics that comprise the CSRI are:

- ❖ *The Consumer Satisfaction Metric (CSM)*; a ratio of the number of complaints to the number of QRS cases in the reporting month,
- ❖ *The Response Time Metric (RTM)*; the average number of days it took to respond to QRS cases replied to in the reporting month,
- ❖ *The Pending Case Metric (PCM)*; the average age of all cases awaiting response, determined on the last day of the reporting month

The attached program description explains how the system will work including how the statistics will be reported each month. We expect to begin reporting July CSPI data in August 2003. There are more specifics among the materials that are included with this letter along with a schedule of meetings our staff will be conducting to explain the CSRI and answer any questions that you or your staff may have.

Our goal is to continuously improve the level of service provided to New York's utility consumers. We believe the implementation of this program will continue our efforts in this direction. If you have any questions, I invite you to contact either Barry Bedrosian at (518) 474-1023 or John Wicka at (716) 847-3231. I encourage your staff's attendance at one of our CSRI meetings.

Sincerely,

Catherine W. Black  
Director  
Office of Consumer Services