



New York State Public Service Commission

Office of Consumer Services

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Customer Service Response Index

Executive Summary

The Office of Consumer Services has established a Customer Service Response Index that will be used to compare the level of customer service and responsiveness provided by utility companies on a monthly basis. In developing this Index, OCS identified three areas that could be used to measure the service and responsiveness provided by utilities to 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 CSM will show how well the service provider is meeting the expectations of its customers who contacted the PSC. The RTM will show the service provider's responsiveness to QRS cases. The PCM will show the service provider's overall timeliness in responding to all cases. Each index metric has had a weighted value assigned for calculation purposes based on the importance of the measurement.

The Customer Service Response Index for each company will be calculated by determining the score and resultant index for each metric and then adding the three indices together. The CSM scoring ranges from 0 to 10 points, where 10 points are scored when a company receives no complaints during the reporting month. The RTM scoring also ranges from 0 to 10 points, where 10 points are scored when a company's average response time for QRS cases is 14 days or less. The PCM scoring ranges from -40 to 10 points, where 10 points is scored when a service providers' average age of cases (QRS and complaints) is 14 days or less. If the average age of cases exceeds 60 days (six or more weeks delinquent) the score is -40, which will result in an overall CSRI of zero.

In August 2003 the Office of Consumer Services will begin compiling the CSRI on a monthly basis starting with data for July. The July through the September reports will be shared with service providers for the purpose of demonstrating how their performance will impact the CSRI. This will also allow staff time to correct any errors and fine-tune the reporting process. In November 2003, OCS will replace its existing monthly complaint report with a new format that will include the CSRI.

Beginning in January 2004, the Director of Consumer Services will deliver notice to all service providers that fail to perform to reasonable standards in comparison to their peers or as established by the Office. In April 2004, the Director of Consumer Services will begin reporting to the Commission on a quarterly basis the performance of service providers under the Customer Service Response Index Program. Any provider that may continuously perform unacceptably will be asked to submit a plan to improve their customer service responsiveness.