



New York State Public Service Commission

Office of Consumer Services

Three Empire State Plaza

Albany, NY 12223-1350

Customer Service Response Index Schedule of Presentations by OCS Staff

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 preparation for the implementation of measuring and reporting this index, the Office of Consumer Services will hold a series of informational meetings for all service providers interested in discussing the Customer Service Response Index. The following meeting schedule has been established:

<u>Date</u>	<u>Location</u>	<u>Time</u>
June 11, 2003	Video Conference (PSC sites only) NYS PSC Consumer Services 161 Delaware Avenue Delmar, NY 12054 295 Main Street Buffalo, NY 14203	10:00 am
June 11, 2003	Audio Teleconference <i>Limited to four participants</i>	1:30 pm
June 12, 2003	NYS Telecommunications Assn. 100 State Street Albany, NY	10:00 am
June 16, 2003	NYS PSC Consumer Services One Penn Plaza New York, NY 10119	10:00 am
June 16, 2003	Audio Teleconference <i>Limited to four participants</i>	1:30 pm
June 17, 2003	NYS PSC Consumer Services One Penn Plaza New York, NY	10:00 am
June 26, 2003 (if needed)	NYS PSC Consumer Services One Penn Plaza New York, NY	10:00 am

Additional audio teleconferences will be planned as needed. Space is limited in each location.

Reservations are required and should be directed to: OCS_Operations@dps.state.ny.us

Direct questions to John Wicka at 716-847-3231 or Barry Bedrosian at 518-474-1023.