

Company Name: Con Edison
Case Description:
Case: 08-E-0539

Response to DPS Interrogatories – Set DPS15
Date of Response: 07/14/2008
Responding Witness: Infrastructure Investment Panel

Question No. :214.5

Subject: Process Improvement – Field Auditing & Quality Control - Describe the process for determining that this program will be cost efficient and the process and plans to verify cost effectiveness?

Response:

Central Support Operations has been operating with very limited resources for this program and processes and that we intend to bring this activity to its original pre 2003 levels.

Energy Services like many areas of the Company are hiring many new employees (CSRs & CPMs) each year in order to meet increased requirement and/or backfill attrition. Accelerating the learning curve of our new employees is paramount to the success of our organization and the ability to provide quality service to our customers. As indicated in 214.3, prior to 2003, Field Auditing was responsible for reviewing the work of field employees. Having a small group of subject matter experts who are well versed not only on the technical aspects of the job but in the interpretation of our tariff has proven to be an effective way to train our employees. The Field Auditing and QC group will monitor the work performed by our CSRs and CPMs. When a deficiency is found they will be able to provide corrective action that will be consistent throughout all Operating Areas.

As indicated in the exhibit, the Company determined that additional personnel will be required to meet the program's objective. When Field Auditing and Quality Control is operating at full capacity, their effectiveness will be seen through the time saved by CSRs and CPMs and other Energy Services staff, who will then be able to apply that time to improving our customer / contractor communications and relations.