



Department
of Public Service

Central Hudson Gas & Electric

(Customer Information & Billing System Development &
Deployment)
(22-M-0645)

GOALS

- Improve Customer Experience
- Improve System Performance & Resilience
- Improve Productivity and Efficiency
- Create a Seamless Customer Experience

PROBLEMS

- Overcharges
- Delayed Bills
- Improper Estimates
- Automatic Withdrawals
- Negative Impacts on Community Solar and Retail Energy
- Decline in Customer Service & Satisfaction

FAILURES

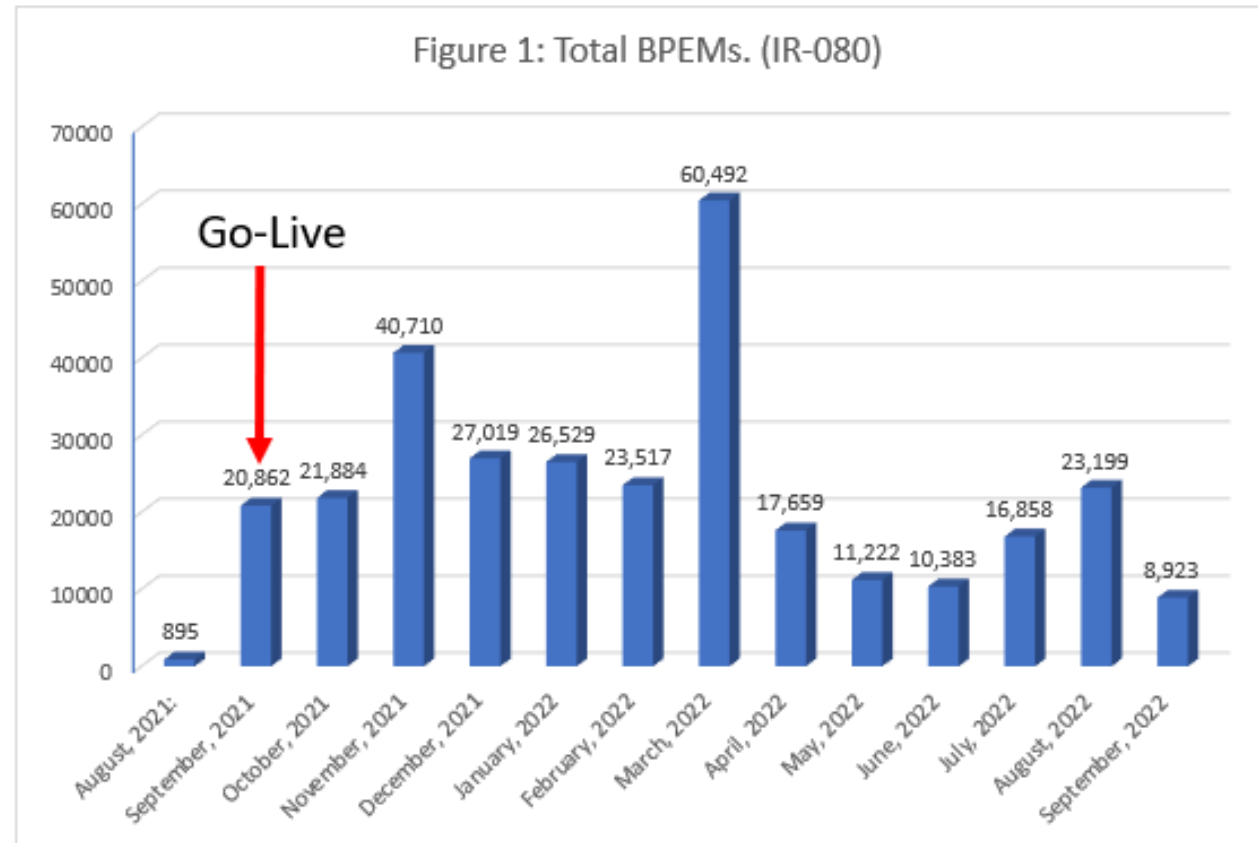
- Failed to Properly Test
- Failed to Properly Staff
- Failed to Properly Train
- Failed to Listen to Employees
- Failed to Effectively Communicate within the Company
- Failed to Effectively Communicate with Customers and Public

CUSTOMERS AFFECTED

- Net-Meter
- Budget Bill
- HEAP
- Others

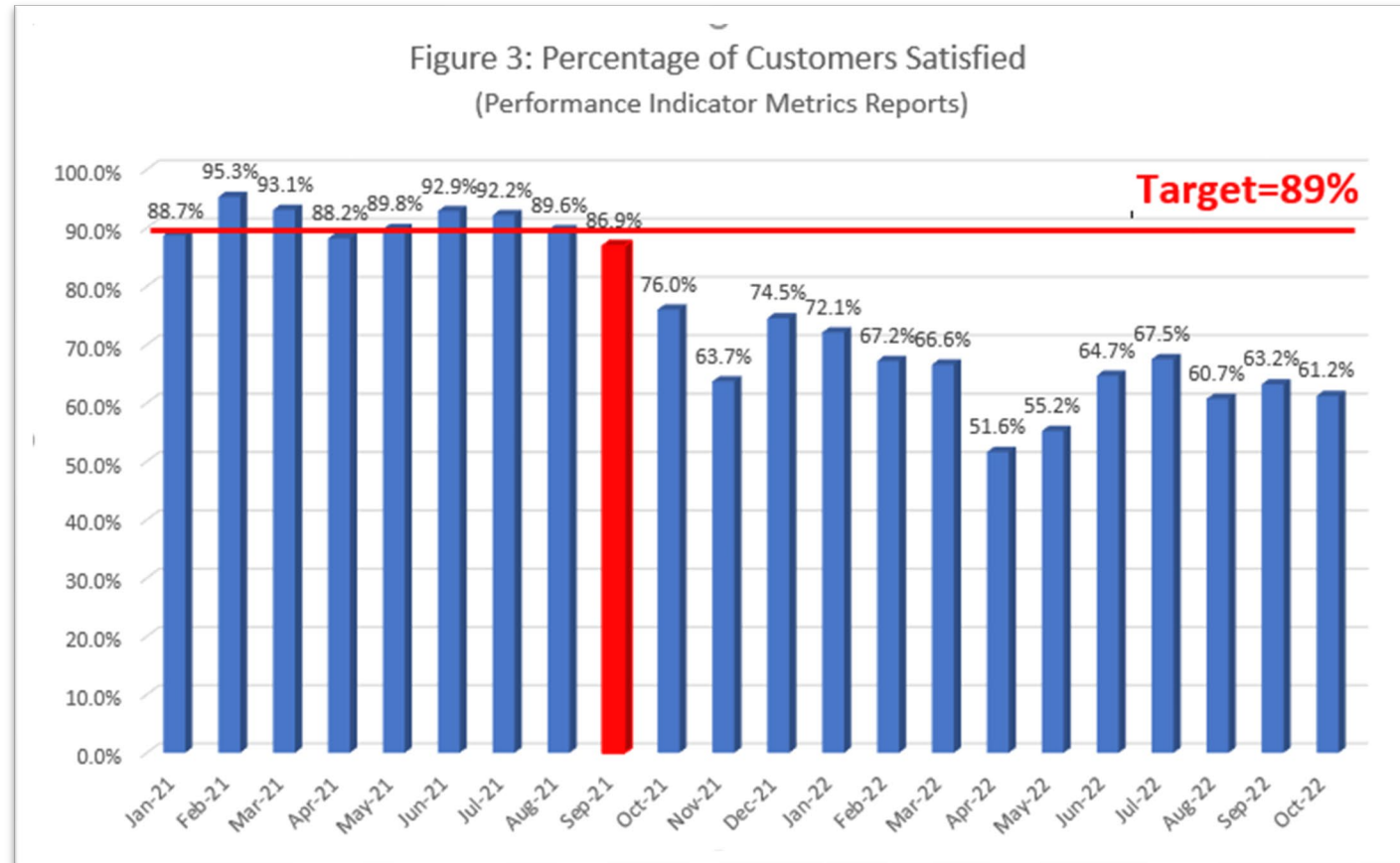
DELAYED BILLS

- Following go-live Billing Exceptions skyrocketed.



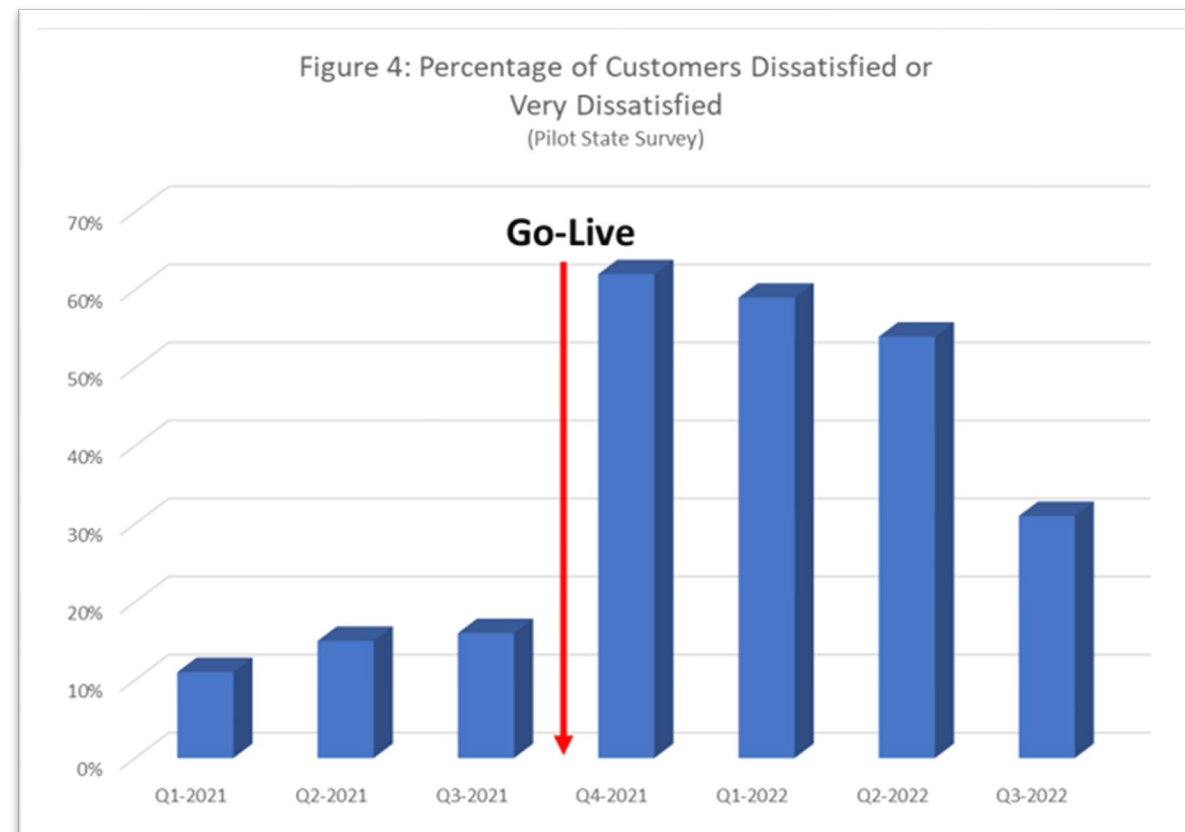
OCS-CUSTOMER SERVICE PERFORMANCE INDICATORS

- Central Hudson missed its customer satisfaction goal of 89% every month following go-live.



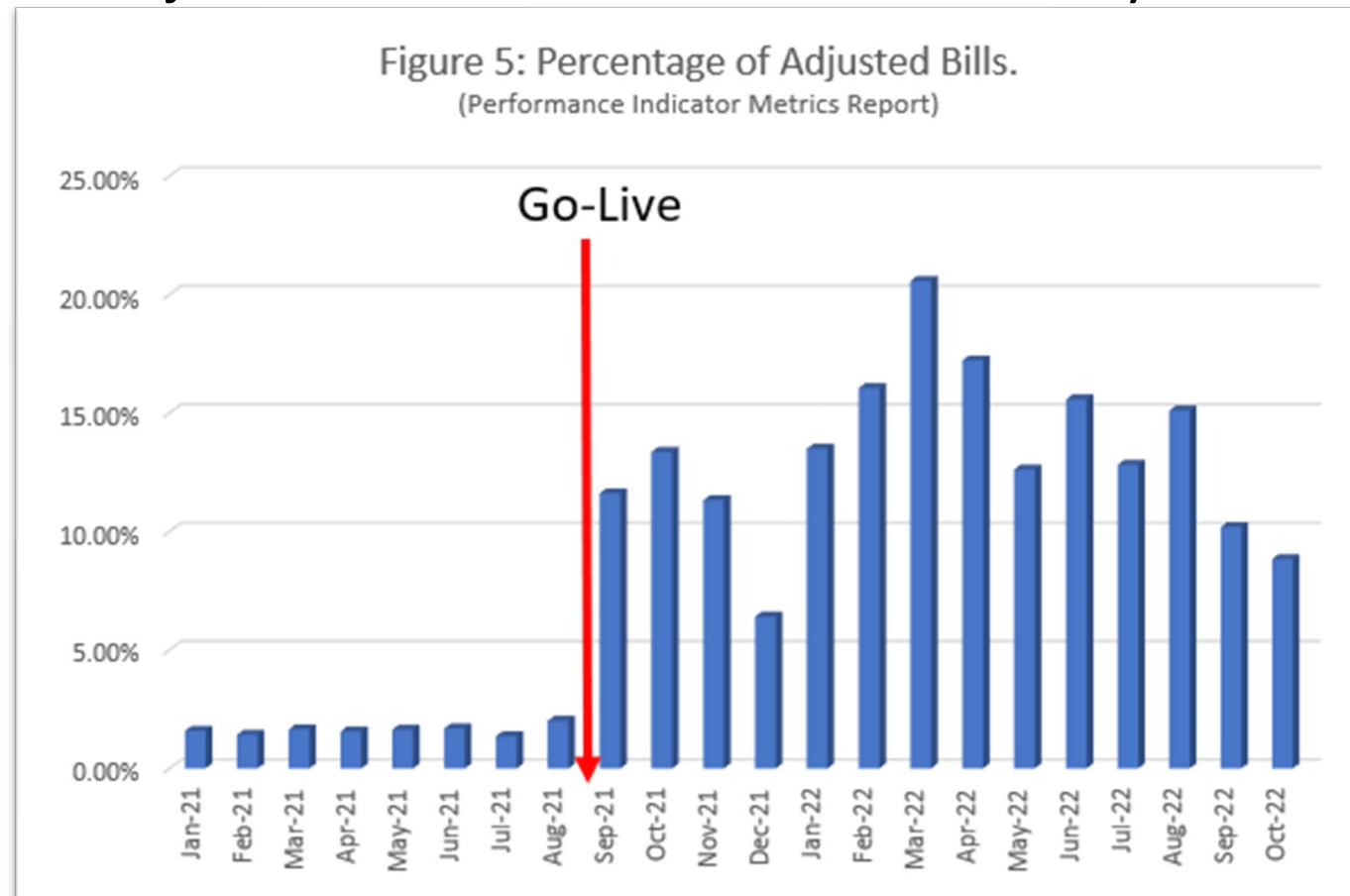
OCS-CUSTOMER SERVICE PERFORMANCE INDICATORS

- Customer dissatisfaction as reported on the Pilot Customer Satisfaction Survey Report increased precipitously following go-live.



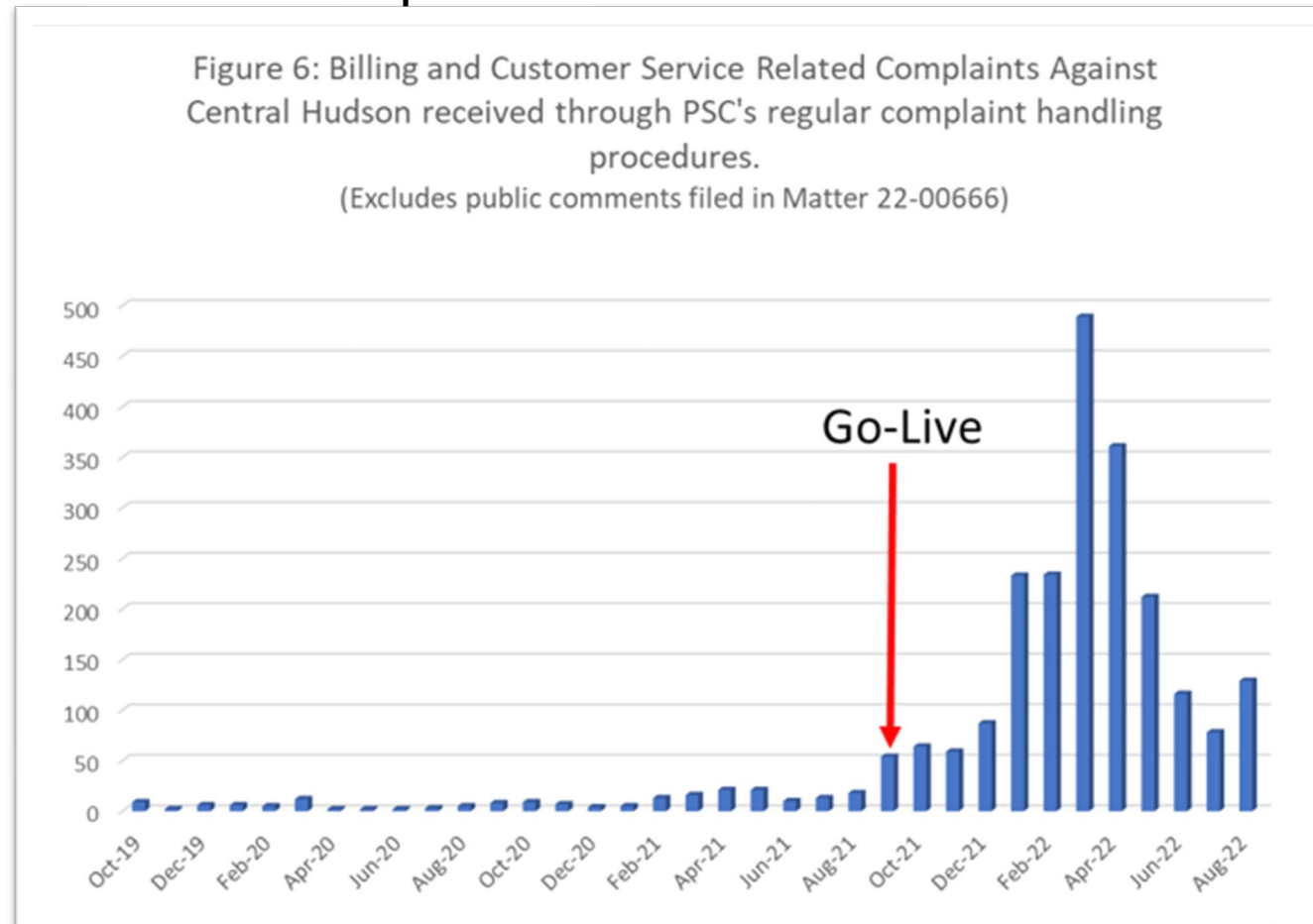
OCS-CUSTOMER SERVICE PERFORMANCE INDICATORS

- ❑ The percentage of adjusted bills also increased dramatically.



OCS-CUSTOMER SERVICE PERFORMANCE INDICATORS

- Customer Service-related complaints to OCS increased as well.



ALLEGED VIOLATIONS

- Demanded Unjust and Unreasonable charges to thousands of customers,
- Failed to provide adequate service by failing to provide bills in a timely fashion,
- The Company used estimated billing in a manner inconsistent with the Public Service Law and Commission orders, and
- The Company inappropriately back billed customers.

PRUDENCE

Lack of Prudence

- Prudence is an essential component of utility regulation and is determined by judging whether the utility acted reasonably under the circumstances at the time.
- In a prudence proceeding, it is the responsibility of the Commission to determine how a reasonable and responsible corporation would have performed the task that confronted the Company.

ORDER TO SHOW CAUSE

- There is 30-day response window for Company.
 - Prudence
 - Penalty
 - Monthly Meter-Read Plan