



Department
of Public Service

2023 Customer Service Performance Report

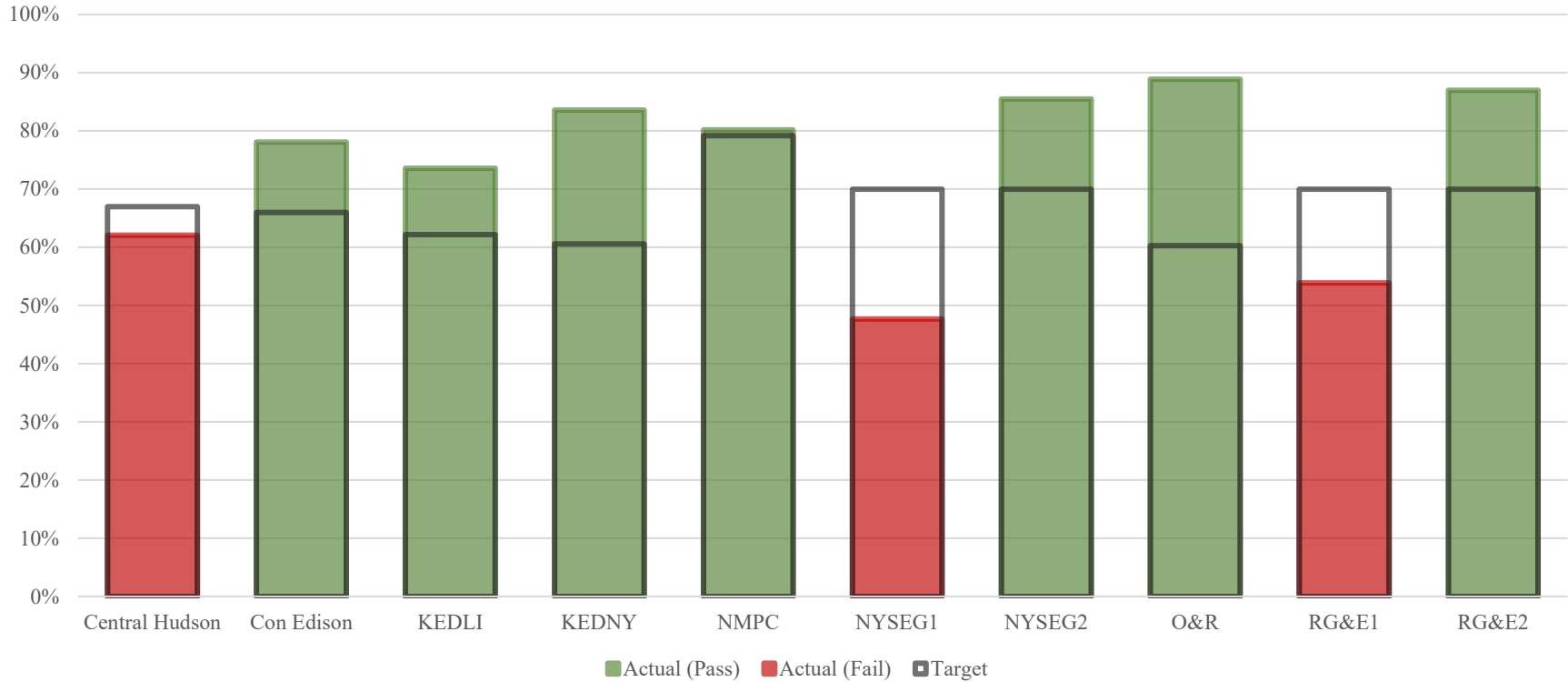
Case 24-M-0057 – In the Matter of Utility Customer Service Performance for 2023

Customer Service Performance Indicators

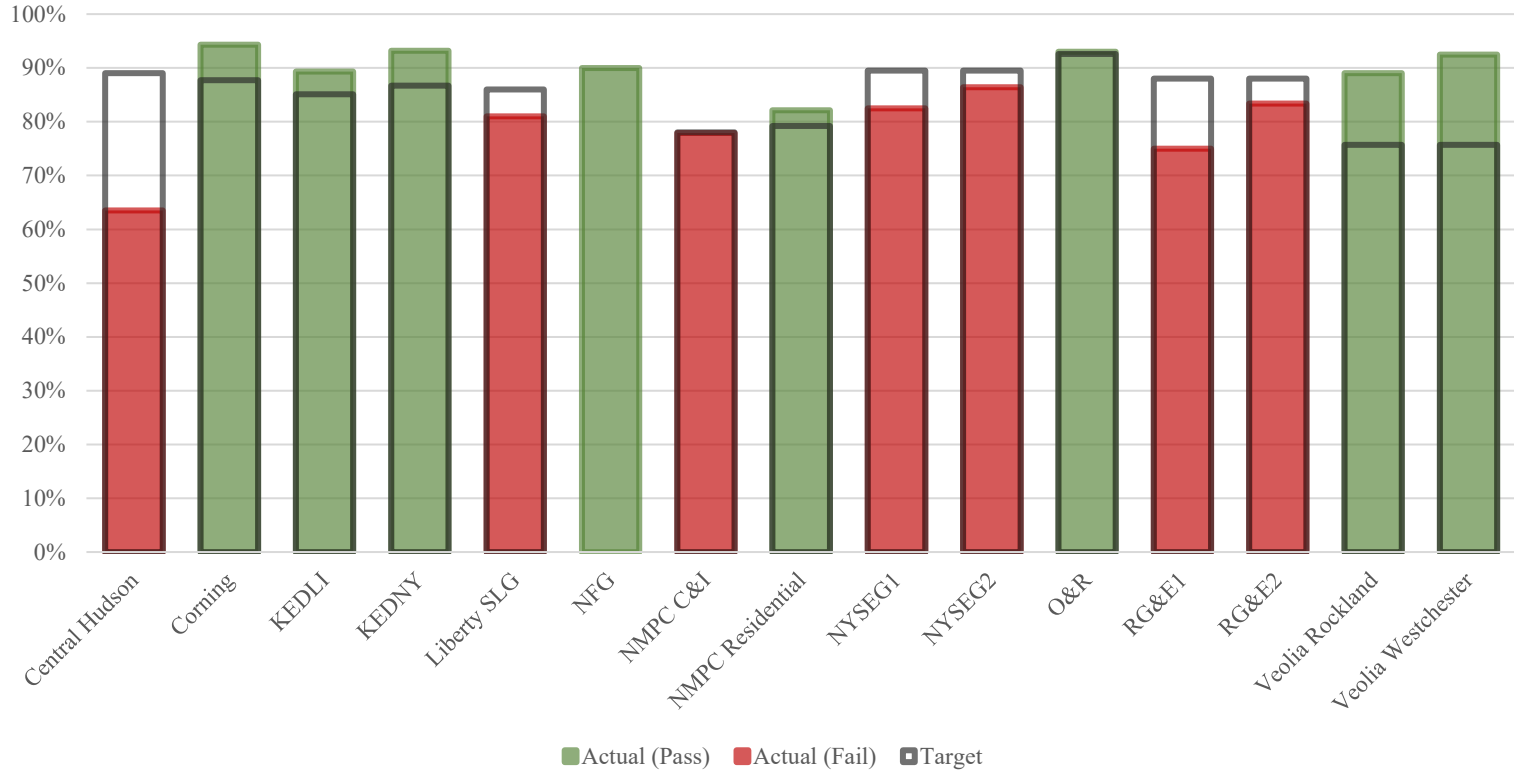
Calendar Year 2023									
	Call Answer Rate	Customer Satisfaction Survey	PSC Complaint Rate	Adjusted Bills	Estimated Bills	ONIM	Emergency Interactions Survey	Non-Emergency Interaction Survey	Residential Collections Mechanism
Central Hudson	X	X	X						X
Con Edison	X		X		X	X	X	X	X
Corning		X	X						X
KEDLI	X	X	X	X					X
KEDNY	X	X	X	X					X
Liberty SLG		X	X						X
Liberty Water			X						
NMPC	X	X	X						X
NYSEG	X	X	X		X				X
O & R	X	X	X						X
RG&E	X	X	X		X				X
Veolia		X	X						

Legend: X = Failed Target X = Met Target X = Not Applicable/Forgone Mechanism in 2023

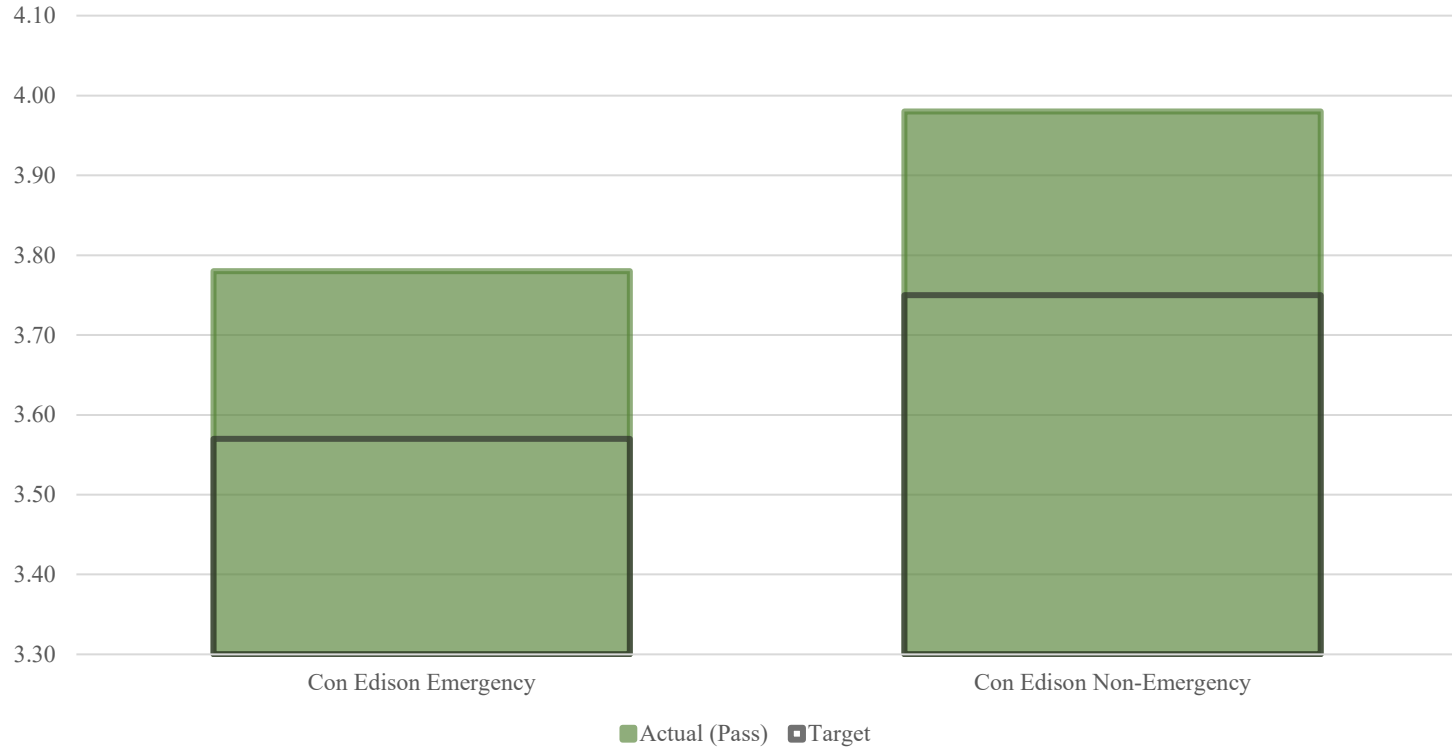
Call Answer Rate



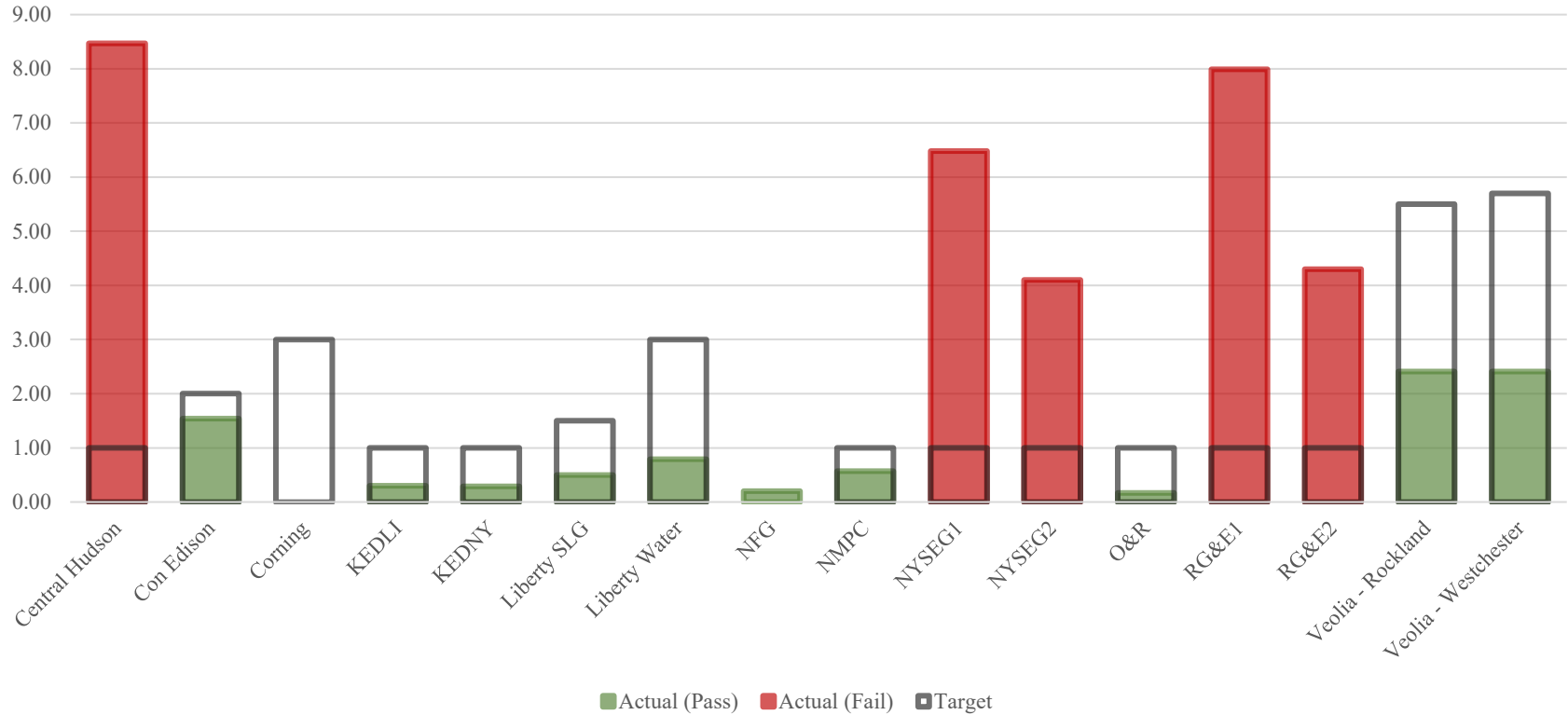
Customer Satisfaction Survey



Con Edison Customer Satisfaction Survey



PSC Complaint Rate



Negative Revenue Adjustments

Utility	Metric	Target	Actual Performance	NRA Amount
Central Hudson	Call Answer Rate	67%	60.5%	4 basis points (bps)
	Customer Satisfaction Survey	89%	63.5%	12bps
	PSC Complaint Rate	1.0	11.3	12bps
	Central Hudson Total			28bps - \$3.8 million
Liberty SLG	Customer Satisfaction Survey	86%	82%	15 bps - \$39,000
NMPC	Customer Satisfaction Survey (C&I)	78%	77.9%	3 bps - \$1.2 million
NYSEG	Call Answer Rate	70.0%	47.7% / 85.5%	2.23bps
	Customer Satisfaction Survey	89.5%	82.5% / 86.4%	17.91bps
	Estimated Bills	6.76%	11.5% / 4.3%	1.82bps
	PSC Complaint Rate	1.0	6.5 / 4.1	17.91bps
	NYSEG Total			39.87bps - \$11.4 million
RG&E	Call Answer Rate	70%	53.9% / 87.0%	1.89bps
	Customer Satisfaction Survey	88.0%	75.0% / 83.4%	17.73bps
	Estimated Bills	15.65%	16.1% / 9.9%	0.57bps
	PSC Complaint Rate	1.0	8.1 / 4.3	17.73bps
	RG&E Total			37.92bps - \$7.1 million



Questions?