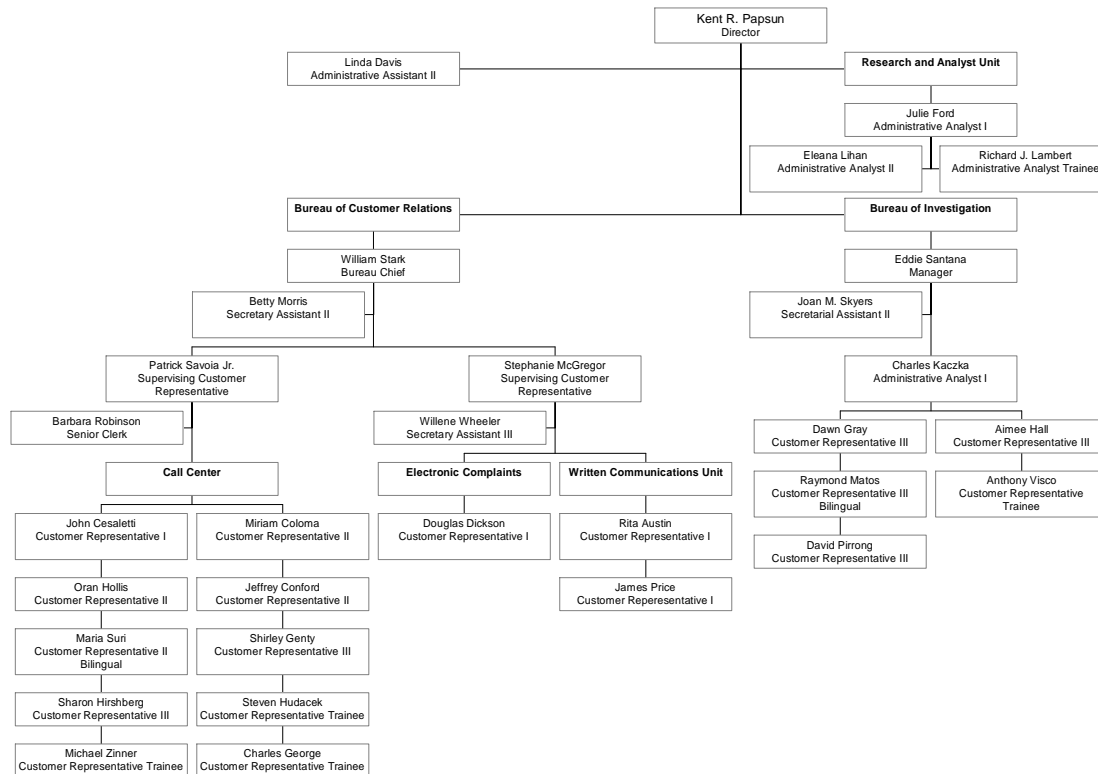


# New Jersey Board of Public Utilities Assisting Utility Customers

# How Customers are Assisted

- Division of Customer Assistance (CA), Bureau of Customer Relations, handles complaints for all utilities regulated by the BPU
  - Gas
  - Electric (including third party suppliers)
  - Water and Wastewater
  - Telephone (including facility based resellers)

# Customer Assistance Staff



# Informal Complaints

- Telephone
- Written
- Email
- Walk-in

# Top Ten Customer Complaints for 2003

1. Quality of Service
2. Collections
3. Billing Problems
4. Slamming
5. Service Outages
6. Discontinuance of Service
7. Meter Readings
8. Marketing and Advertising
9. Telephone Resellers
10. Rates



# Telephone Complaints/Contacts

- Call Center includes 10 Customer Representatives
- One Supervisor
- One Secretarial Support Person
- In 2003, received 19,536 complaints, increase of 36% over the previous year  
(also increased staff by 36% in this same time)

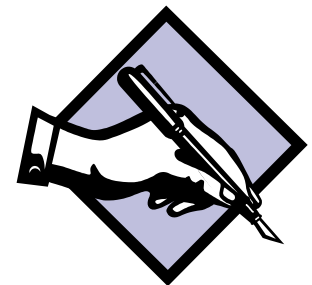
# Telephone Complaints Continued

- Call Center Staff also
  - Answer general questions
  - Provide information on low-income assistance programs
  - Have working knowledge of BPU regulations



# Informal Written Complaints

- 2 Customer Representatives and 1 Supervisor plus shared Secretarial Support
- 3,294 received in 2003 – increase of 7% from 2002



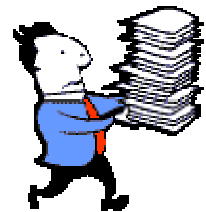
# Email Complaints

- One Customer Representative handling
- Standardized on-line complaint form in early 2004
- 3,654 email complaints received in 2003, increase of 96% from 2002



# Walk-In Customers

- Walk-in Customers handled by all Call Center representatives
- 363 walk-ins processed in 2003, increase of 37% from 2002



# After a Complaint is Received

- Transmit to utility – ask for information or request specific action
- Utility response due within 3 days for verbal inquiry; 5 days for written inquiry
- Customer representative contacts customer with final information or recontacts utility for more details

# Formal Complaints

- Reasons for filing
- Process
- Contested Cases referred to Office of Administrative Law
- Judge's Initial Decision adopted, rejected or modified by the Board



# Research and Analysis Unit

- Review rate cases and mergers
- Compose and analyze data reports
- Special projects
- Preparation of Board agenda items

# Understanding the Data

- Customer complaints contain a wealth of data
- Review weekly, monthly, quarterly and yearly reports and data and compare
- Discuss negative trends with utilities

# Using the Data

- For rulemaking
- To support addition of new staff
- To respond to press inquiries
- To take corrective action



# Bureau of Investigations

- Handles slamming complaints
- Established in 2003 in response to legislation
- Investigated 1,855 complaints to date
- Initiating penalty phase
- 5 Investigators, 1 Supervisor,  
1 Secretary and 1 Manager