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Performance Indicators Reported to the Missouri Public Service Commission Staff by Electric and Gas Utility Companies

Presented By: Gay Fred

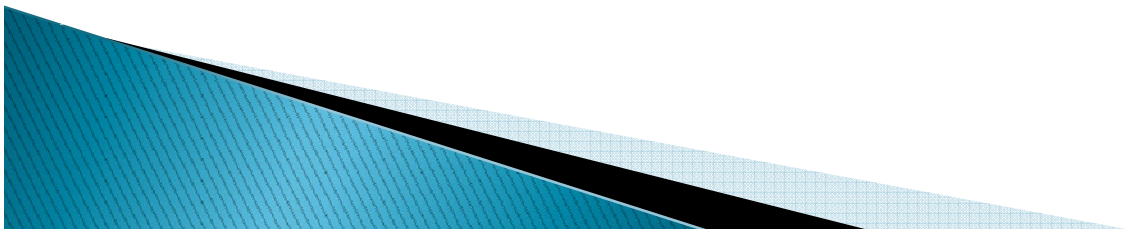
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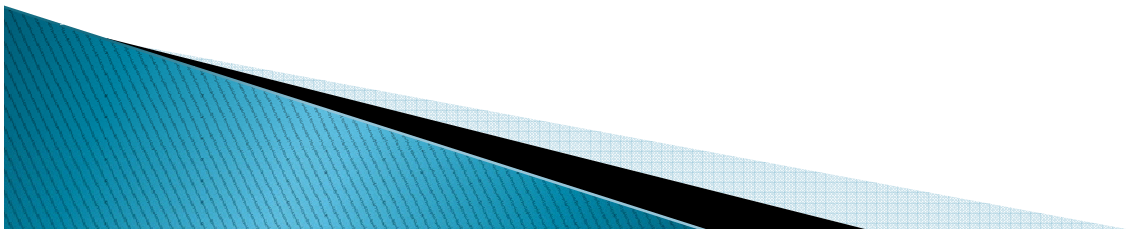
Overview

- ▶ The MoPSC Staff has pursued the reporting of several performance indicators from larger utility companies
- ▶ These indicators are related to quantifying the level of customer service
- ▶ The Staff inserted provisions in rate and merger cases which required the utility companies to provide the data



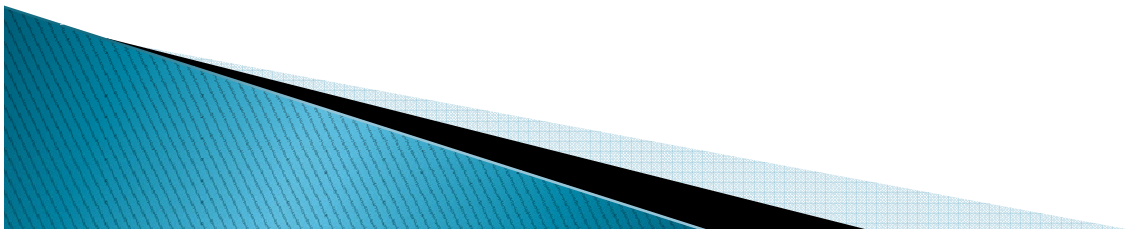
Call Center Reporting Includes:

- ▶ There are several standard indicators that Staff analyzes
- ▶ These indicators relate mainly to the operations at call centers
- ▶ Some meter reading data is reported
- ▶ Reliability indicators are also reported
- ▶ Total Calls Offered
- ▶ Abandoned Call Rate
- ▶ Average Speed of Answer
- ▶ Staffing



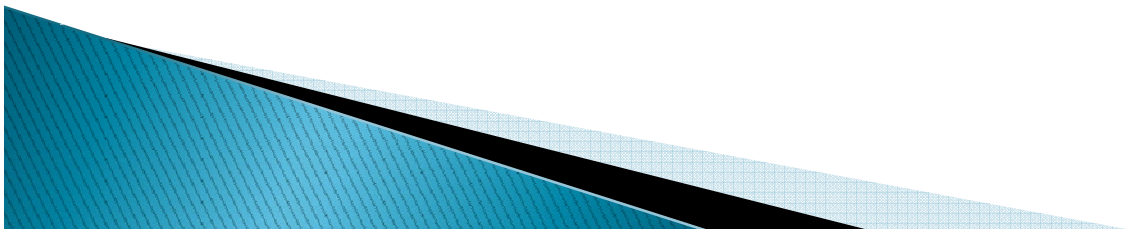
Total Calls Offered

- ▶ Total Calls Offered = The total number of customer calls that are made to a company's call center for a given period of time (day, week, month, or year).



Abandoned Call Rate (ACR)

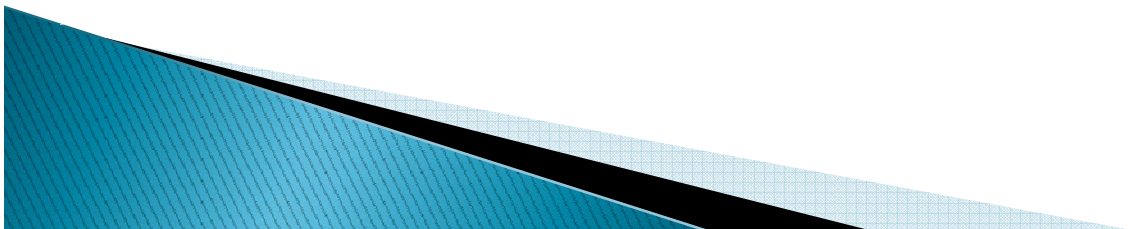
- ▶ ACR = The percentage of customer calls to a company call center where the customer hangs up before reaching a customer service representative (CSR)



Average Speed of Answer (ASA)

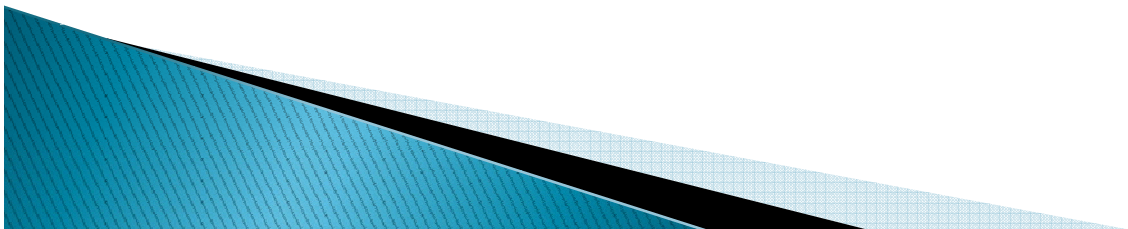
- ▶ ASA = The amount of time, usually in seconds, that a customer waits before a CSR answers the customer's call*

*After the call is in the “queue”



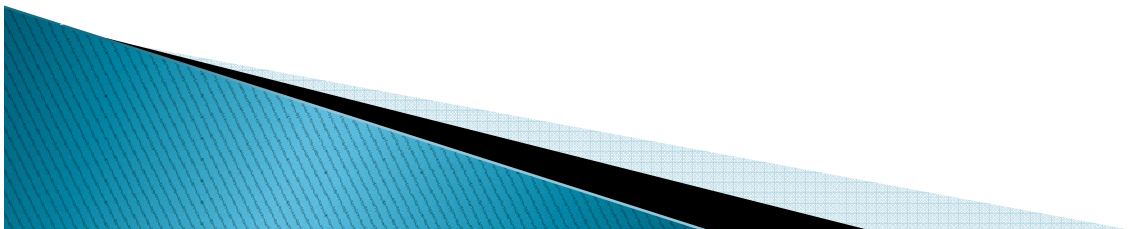
Staffing

- ▶ Staffing = The total number of people in the company's call center or business office, including CSRs, managers, supervisors, billing specialists, etc.



Report Characteristics

- ▶ Every month or quarter, the utility company will provide a summary report, via mail or email, of statistics to PSC staff.
- ▶ The reporting requirements are determined in a rate case and are included in an order from the Commission.
- ▶ The report includes ACR, ASA, Total calls offered and sometimes Staffing numbers.

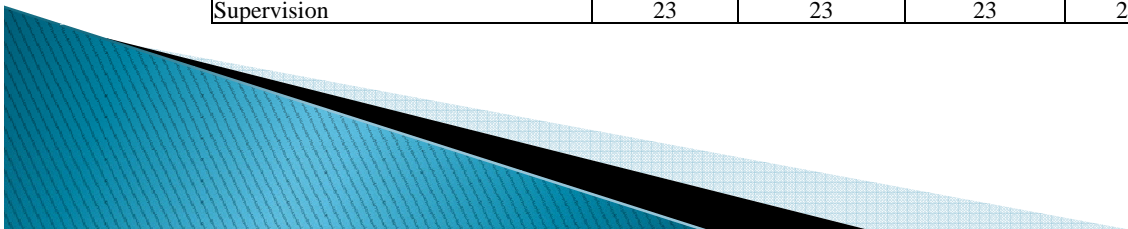


Sample Report from ABC Gas Co.

MONTHLY CALL CENTER REPORT ABC GAS CO.			
	ABANDONED CALL RATE	AVERAGE SPEED OF ANSWER (SECS)	TOTAL CALLS OFFERED TO THE CALL CENTER
Jan-11	4.5%	75	125,639
CALL CENTER STAFFING LEVELS (BY POSITION)			
	Jan-11		
SRT DAYS	69		
SRT NIGHTS (5 p.m. - 1 a.m.)	9		
SRT MIDNIGHTS (12 a.m. - 8 a.m.)	3		
SERV. REP. CORRESPONDENCE	8		
SERV. REP. CLERICAL	14		
SERV. REP. DIVERSION	2		
CORR. TYPIST CLERK	3		

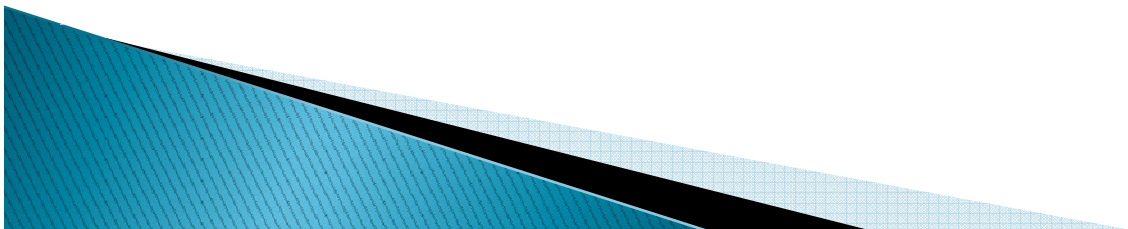
Sample Report XYZ Electric Co.

Quarterly Call Center Statistics								
	1st Quarter	2nd Quarter	3rd Quarter	Oct	Nov	Dec	4th Quarter	Year
Calls Offered	564,576	622,998	737,786	248,798	187,714	174,503	612,016	2,450,173
Abandoned Call Rate	2.40%	2.10%	4.40%	3.10%	2.20%	1.60%	2.70%	3.20%
Average Speed of Answer	0:24	0:23	1:05	0:47	0:33	0:14	0:37	0:38
Staffing								
Call Takers	157	155	155	155	155	155	157	156.2
Supervision	23	23	23	23	22	22	22	22.8



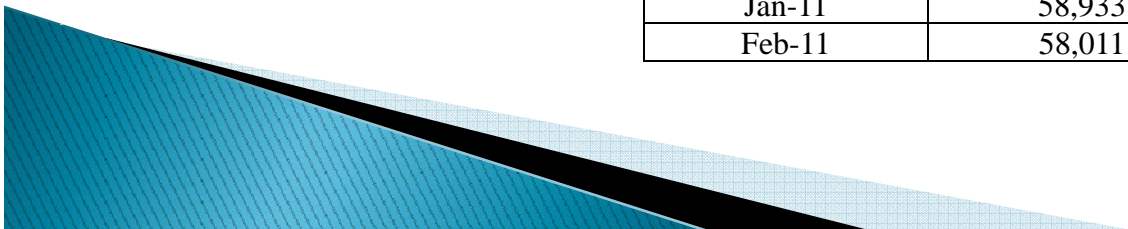
Staff's Actions with Company Data

- ▶ Staff tracks and analyzes the Company Data over time to look for trends or abnormal numbers.
- ▶ Staff creates graphs and tables in Excel for its analysis.

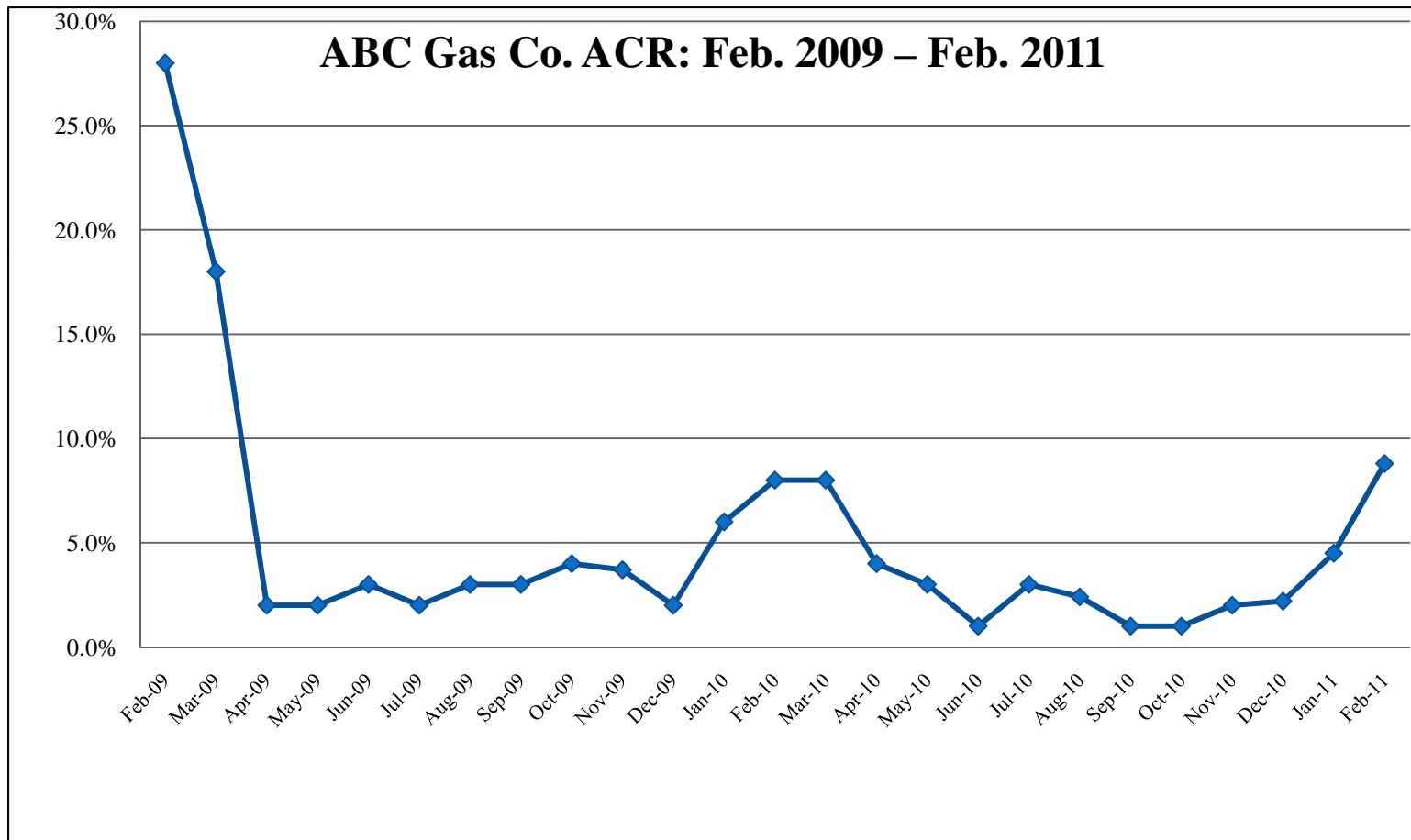


Staff Total Calls Offered Table

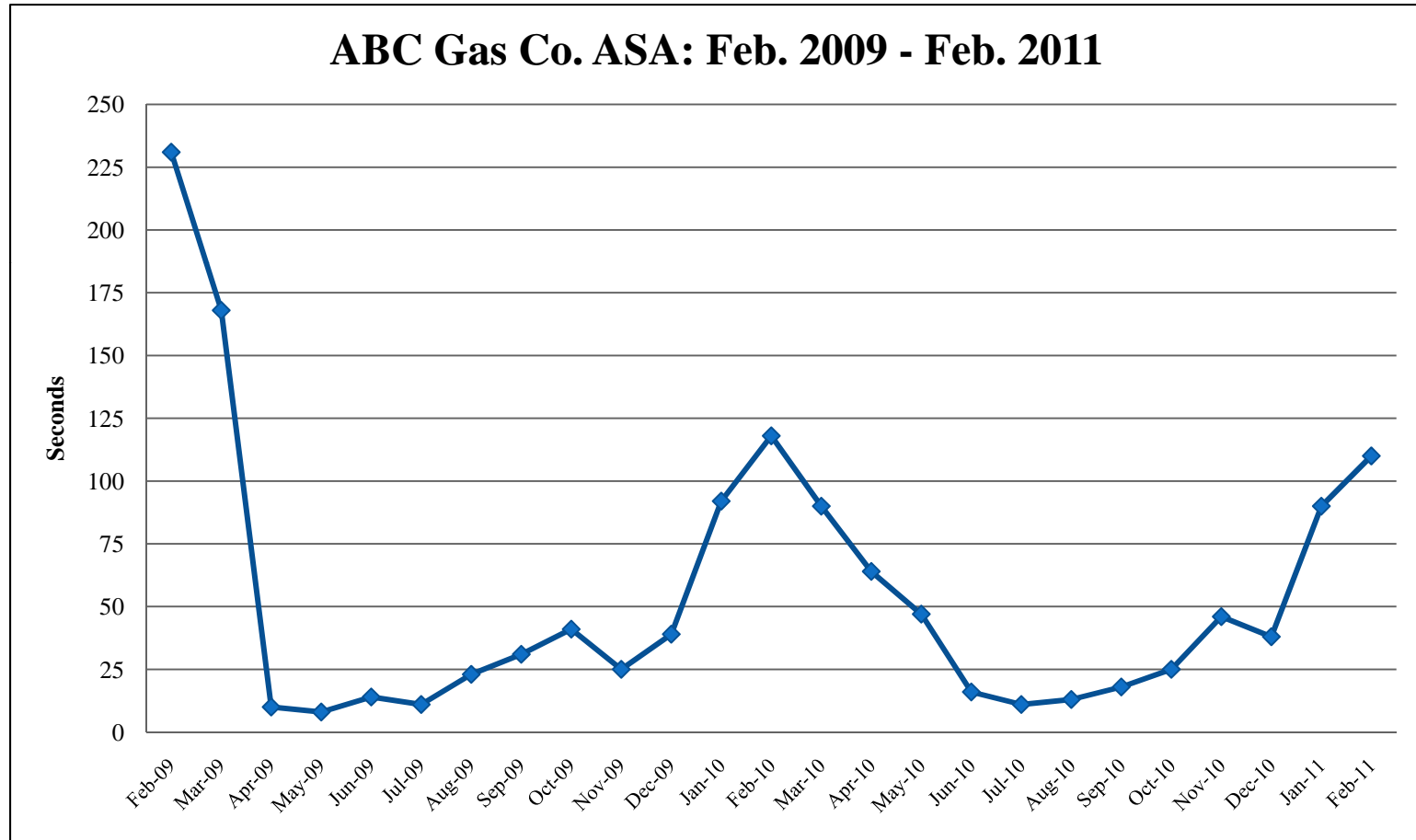
Month	Total Calls
Feb-09	58,055
Mar-09	56,956
Apr-09	54,420
May-09	46,623
Jun-09	40,085
Jul-09	38,315
Aug-09	38,918
Sep-09	41,224
Oct-09	51,074
Nov-09	42,764
Dec-09	52,035
Jan-10	70,917
Feb-10	53,511
Mar-10	62,513
Apr-10	50,710
May-10	51,077
Jun-10	44,699
Jul-10	40,888
Aug-10	38,577
Sep-10	34,866
Oct-10	41,355
Nov-10	40,044
Dec-10	39,122
Jan-11	58,933
Feb-11	58,011



Staff ACR Graph



Staff ASA Graph



Staffing Table

ABC Gas Co Staffing		
Date	Number of Staff	
	Permanent	Temporary
Feb-09	244	55
Mar-09	253	42
Apr-09	252	44
May-09	259	1
Jun-09	254	1
Jul-09	252	1
Aug-09	261	1
Sep-09	277	1
Oct-09	275	1
Nov-09	261	31
Dec-09	255	38
Jan-10	254	47
Feb-10	253	41
Mar-10	248	51
Apr-10	246	62
May-10	241	42
Jun-10	239	65
Jul-10	237	1
Aug-10	236	1
Sep-10	227	20
Oct-10	219	20
Nov-10	211	26
Dec-10	209	40
Jan-11	209	44
Feb-11	204	37

Summary

- ▶ Staff receives several standard performance indicators from utility companies
- ▶ These reports are ordered by the Commission through rate cases
- ▶ Companies send Staff the reports on a monthly or quarterly basis
- ▶ Staff analyzes the data and contacts the Company for an explanation when abnormalities occur

