



New York State Public Service Commission

Office of Consumer Services

Call Center Overview



*Presentation to Ukrainian Delegation
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Breadth of Complaints

❖ **We gather information, investigate, mediate and resolve complaints and enforce consumer protections in the following industries:**

- Electric
- Submetered Electric
- Natural Gas
- Energy Service Companies
- Local Telephone including Intra-state Toll
- Water
- Steam
- Cable Television



Complaint Process

❖ **Consumer Complaints – Part 1**

- Consumer is counseled by staff and an initial complaint is recorded as appropriate
- If executive staff at the utility is unable to resolve the complaint, staff conducts a full investigation and reports its findings to the consumer

❖ **Consumer Complaints, Informal Hearings – Part 2**

- If the consumer is dissatisfied with staff's initial determination an Informal Review or Informal Hearing is conducted
- The Hearing Officer issues a written determination

❖ **Consumer Complaints, Appeals – Part 3**

- If either the consumer or the utility believes the Hearing Officer made an error in interpretation of law or regulation or failed to consider facts, the complaint may be appealed to the Public Service Commission



Typical Complaints Telecom/CATV

❖ **Consumers with Service Related Complaints**

- Determine the type of service and our regulatory authority
- Identify the steps taken by the utility to correct the service trouble
- Direct the utility to perform proper tests to identify and resolve trouble
- Conduct field inspection to confirm trouble / identify solution

❖ **Consumers with Billing Related Complaints**

- Determine the type of service being used and our regulatory authority
- Examine customer account and utility tariff for proper billing, payment application, applicable credits and current balance

❖ **Complaints filed by Rate/Billing Consultants**

- Driven by the potential for customer refund and consultant income.
- Large customer accounts seeking refunds generally > \$10,000
- Customer bills exceed 30 pgs/mo – highly complex business service
- Requires rock-solid decisions to avoid complaint escalation



Typical Complaints Energy

❖ **Consumers with Billing and Rate Classification Complaints**

- Analyze billing history and usage patterns
- Test meter accuracy, review appliance usage, conduct field inspection
- Perform load factor & demand power analysis on commercial accounts
- Apply and enforce tariff provisions applicable to rate classifications
- Typically filed by consultants motivated by potential for income

❖ **Consumers with Service Related Complaints**

- Analyze voltage levels and other service conditions
- Inspect service entrances, poles, wires, valves, manholes and meters
- Analyze relocation of service lines

❖ **Consumers Facing Service Termination due to non-payment**

- Determine utility compliance with regulations (cold weather)
- Advise consumer of rights & responsibilities, potential financial help
- Enforce protections for life support customers, residents of multiple dwellings, hospitals and nursing homes



OCS Call Center Best Practices...

- ❖ **Move from specialization by office location to cross-trained, well rounded staff**
- ❖ **Weekly Training to keep staff knowledgeable**
- ❖ **Expedited Complaint Handling**
- ❖ **Access to Utility Billing Systems**
- ❖ **Complaint Manager's Utility Group**
- ❖ **Site visits to utility call centers**



Ways to reach us...

- ❖ Web site: www.dps.ny.gov
- ❖ HELPLINE: 1-800-342-3377
- ❖ Hotline (gas & electric shut offs): 1-800-342-3355
- ❖ AskPSC Info Line: 1-888-ASKPSC1
- ❖ AskPSC Web site: www.ASKPSC.com
- ❖ Opinion Line: 1-800-335-2120



2011 In Numbers

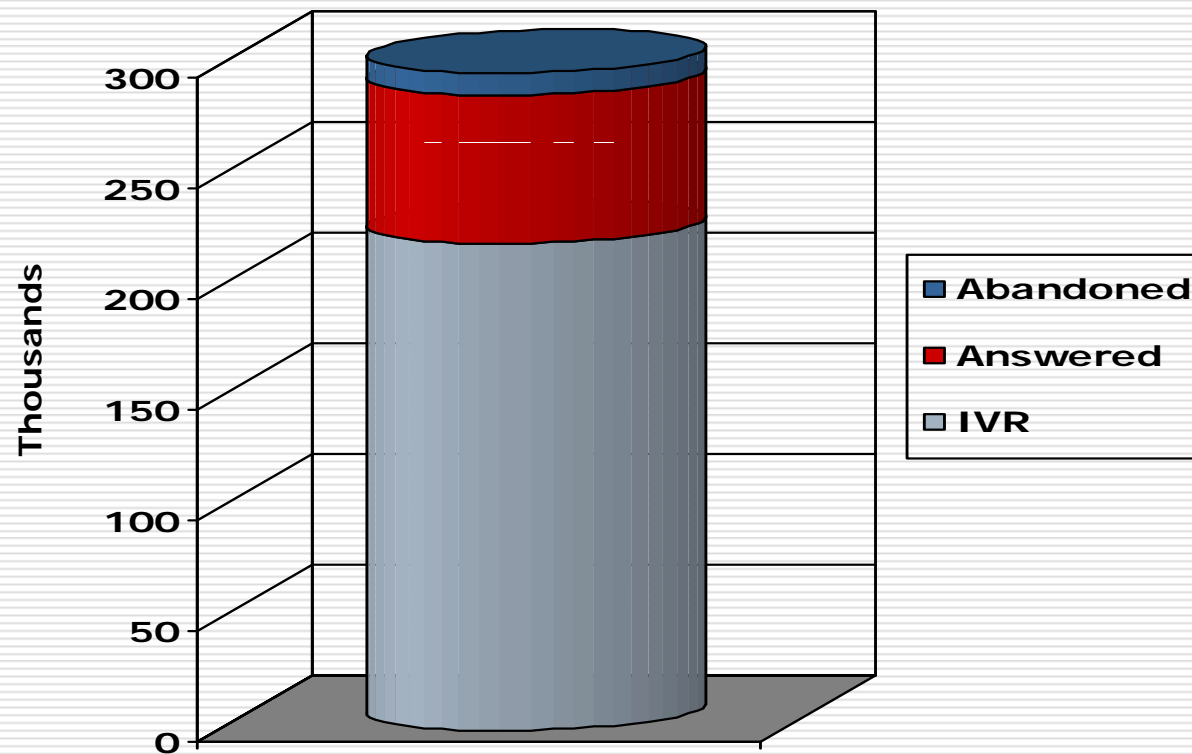
- ❖ **297,000 consumers called**
 - The HELPLINE & Emergency Hotline

- ❖ **80,000 were personally assisted**
 - 67,000 spoke to Call Center Rep
 - 13,000 contacted us by letter, fax or visit



2011 Call Center Statistics

297,000 Calls





Expedited Complaint Handling..... Quick Resolution System (QRS)

❖ **Complaint Resolution**

- 90% of complaints handled within 14 days

❖ **Escalated Complaint Resolution**

- 21% of all complaints are escalated for staff investigation



QRS Complaint Resolution

- ❖ **Contact the customer within 2 hours if the case is service or collections related**
- ❖ **Contact the customer by the close of the next business day for all other cases**
- ❖ **Utility resolves the complaint directly with the customer**
- ❖ **Resolution of all cases within 14 days**

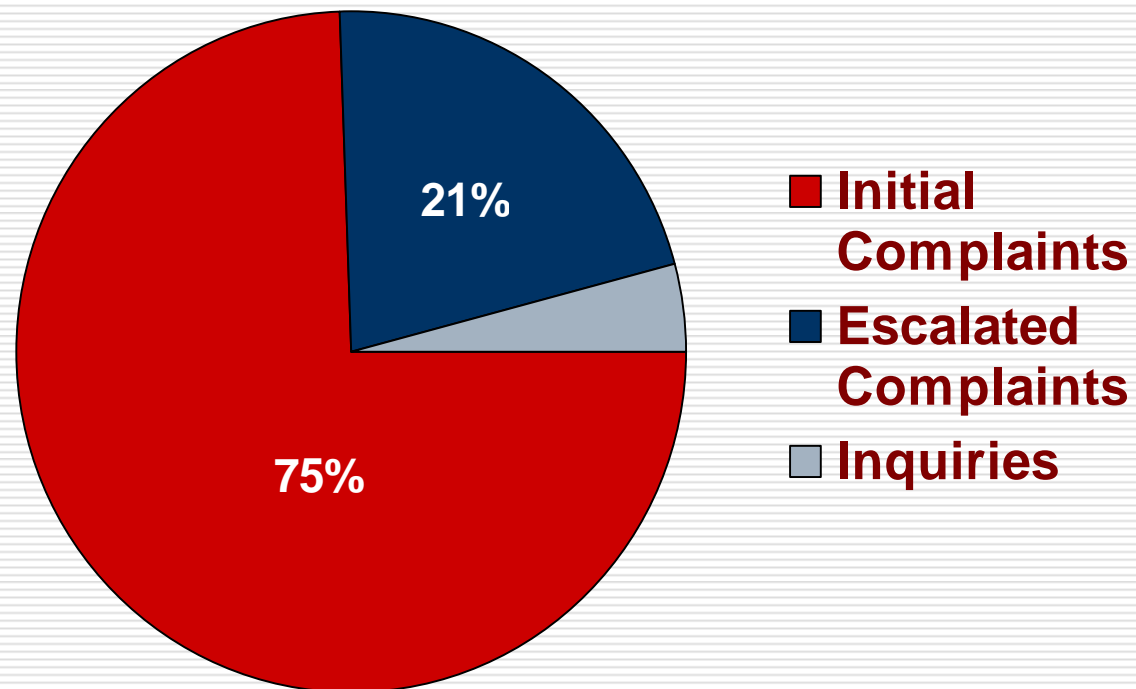


Escalated Complaint Resolution..... Standard Resolution System (SRS)

- ❖ **Attempt further resolution with the customer**
- ❖ **Provide detailed written response to PSC outlining all steps taken to resolve complaint**
- ❖ **Written response on all cases in 10 days**
- ❖ **PSC staff reviews case file, directs further action or advises customer of resolution**



2011 Complaint Statistics



Total Volume: 35,000 cases



Performance Metrics

- ❖ **Company performance measured monthly**
 - Complaints vs. Escalated Complaints
 - Response Times
 - Average age of Pending Complaints
- ❖ **Reports are published monthly on the Commission's web site**
- ❖ **Delinquent complaints are monitored and sought by staff**



Call Center Management

❖ Location Managers

- Overall responsibility for Albany, Buffalo, and New York City call centers

❖ Team Leaders

- Provide coaching, first line supervision, scheduling, and administrative functions

❖ Technical Team

- Manage telecom and ACD technology
- Manage InterTrac CRM Application
- Provide all statistical and analytical reporting



Call Center Technology

❖ **ACD/IVR**

- Avaya IP Infrastructure
- Virtual Call Center
- Call Monitoring and Recording
- Full ACD survivability/redundancy

❖ **Customer Relationship Management**

- InterTrac[®] thru LotusNotes[®]
- Paperless technology
- Real-time access for staff and utilities
- Manage complaint handling and workflow
- Complete reporting capabilities



Manager's ACD Display

- ❖ **Cumulative Daily Performance**
- ❖ **Real-Time Agent Activity**
- ❖ **Current Interval Report**



InterTrac[®] CRM

- ❖ Is Paperless
- ❖ Is On-Line
- ❖ Is Real-time
- ❖ Manages Utility and Customer Contact Data
- ❖ Manages Complaint Data and Workflow
- ❖ Provides Workload and Complaint Statistics



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