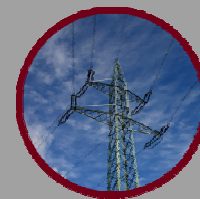
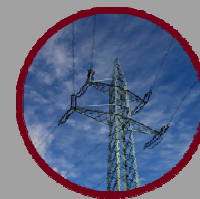




Public Utilities
Commission



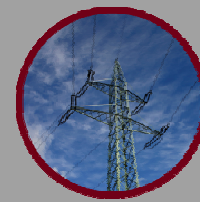
Service Monitoring & Enforcement Department



Today we will cover the following topics:

- SMED overview
- Complaint handling process
- Call metrics
- Customer satisfaction and feedback

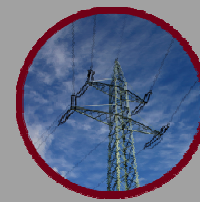




SMED Overview

- **Service Monitoring & Enforcement Department (SMED):** enforce consumer safeguards, resolve consumer complaints, and ensure that Ohio utility consumers receive safe and reliable service
- Consists of four divisions:
 - **Customer Education & Contact Division (CECD):** offers exceptional customer service by educating customers on utility regulations, informing them of their rights as consumers, and assisting them with utility issues
 - **Investigation & Audit Division (IAD):** provides superior assistance to Ohio utility consumers by educating citizens, mediating disputes, auditing regulated companies, and influencing public policy to ensure fair treatment and access to regulated services
 - **Facility & Operations Field Division (FOFD):** regularly inspect utility facilities and review plant operating practices to ensure regulated utility service providers deliver safe, reliable, and quality service
 - **Reliability & Services Analysis Division (RSAD):** develop and enforce service reliability and consumer protection policies and rules for gas, water, electric, and telephone services

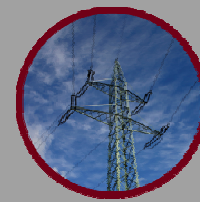




Complaint Handling Process

- Consumers can file a complaint by:
 - Calling our consumer hotline
 - Filing an informal complaint online
 - Mailing us a letter
 - Coming directly to our office

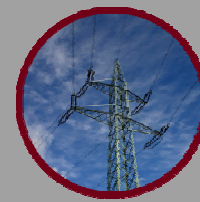




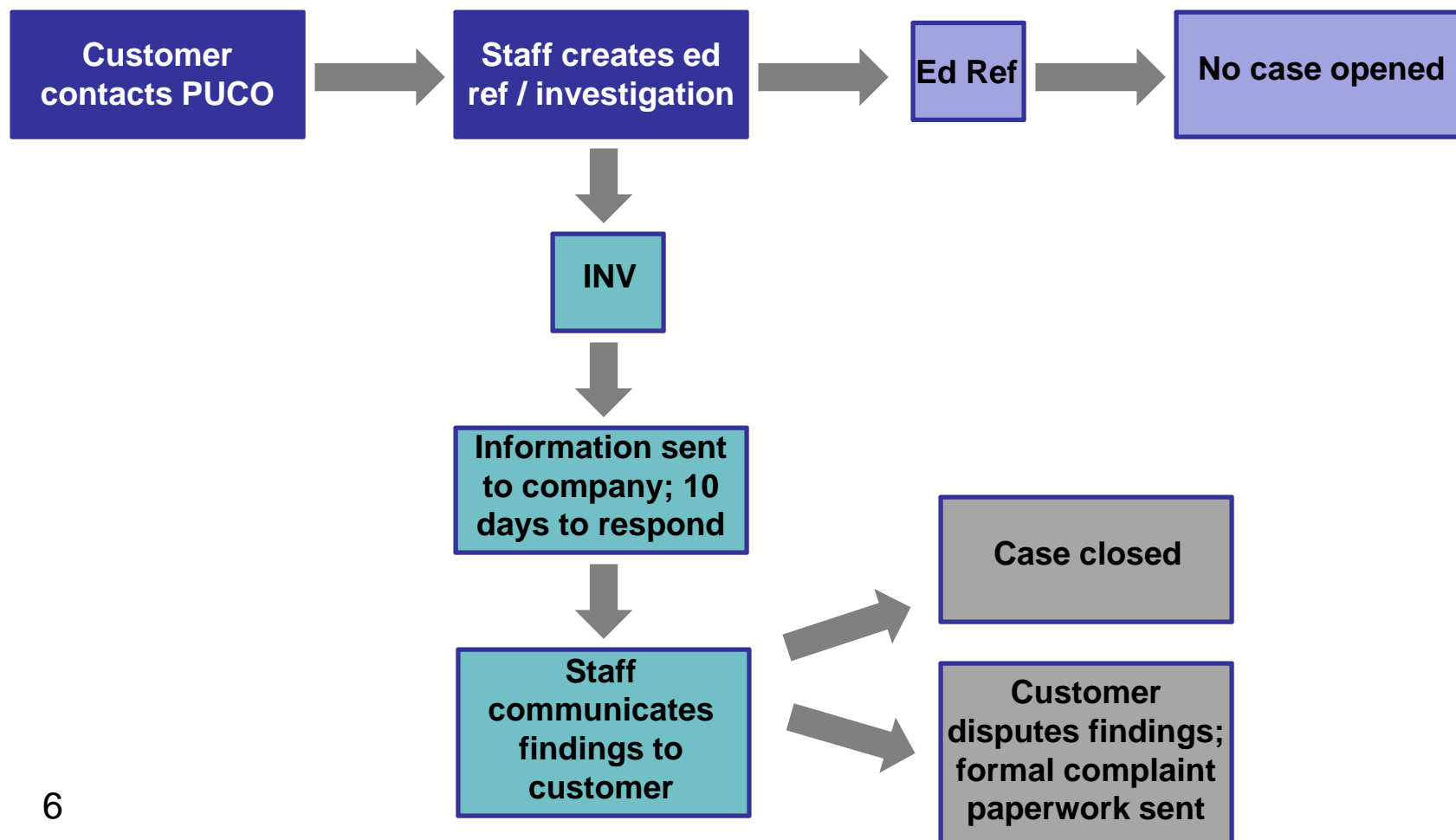
Complaint Handling Process

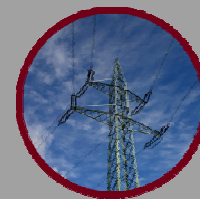
- Nature of Complaints
 - Disconnections
 - Billing disputes
 - Establishing new service
 - Service interruptions and service problems
 - Financial assistance (inquiring about assistance programs)





Complaint Process





Call Metrics

- Call statistics are tracked through an internal system called CCPulse
 - Displays agents that are ready / not ready to receive incoming calls
 - Total number of calls distributed
 - Total number of calls abandoned
 - Current number of calls in queue
 - Average time to distribute calls

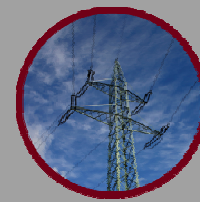




Call Metrics

- YTD Calls = 50,318
- Approximately 1,400 calls each week
- Average talk time = 5:52
- Average not ready time = 1:09





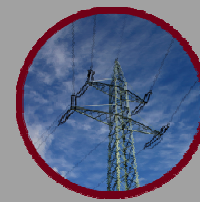
Customer Satisfaction & Feedback

- All calls are recorded and agents' calls are monitored by supervisors 6 – 10 times per month
- Various sections are scored:
 - Opening & Demographics
 - Problem Solving Ability
 - Customer Service / Professionalism
 - Contact Management System (system used to log consumer demographics and case information)
 - Closing

Staff must receive 90% - 98% to be meeting expectations.

Calls scored as 99% - 100% are rated as exceptional.





Customer Satisfaction & Feedback

- Customer satisfaction surveys are distributed to consumers who provide an email address
- Used to measure overall customer satisfaction and identify training opportunities for staff
- Recent feedback:
 - 91% of all respondents rated agent professionalism as “above average” or “average”
 - Nearly 96% of respondents said their call was answered in a timely manner
 - 75% of all respondents rated agents as a “4” or “5” (5-point scale with 5 being the highest) regarding their overall experience when contacting the PUCO





Questions?