



November 1, 2021

I/M/O The Petition Of Public Service Electric And Gas Company
For Approval Of An Increase In Electric and Gas Rates And For
Changes In The Tariffs For Electric And Gas Service, B.P.U.N.J. No. 14
Electric And B.P.U.N.J. No. 14 Gas Pursuant to N.J.S.A. 48:2-21 And
N.J.S.A. 48:2-21.1 And For Approval Of a Gas Weather Normalization
Clause; A Pension Expense Tracker And For Other Appropriate Relief
BPU Docket No. GR09050422
OAL Docket No. PUCRL-07599-2009N

VIA ELECTRONIC MAIL ONLY

Aida Camacho-Welch, Secretary
Board of Public Utilities
44 South Clinton Avenue, 9th Floor
P.O. Box 350
Trenton, New Jersey, 08625-0350

Re: Customer Service Metrics Quarterly Report – 3rd Quarter 2021

Dear Secretary Camacho-Welch,

On June 7, 2010, the Board of Public Utilities issued its Final Order in the above-referenced proceeding pursuant to which it approved a Settlement whereby an increase in electric distribution rates was approved.

Enclosed is Public Service's Customer Metrics Quarterly Report for 3rd Quarter 2021 pursuant to paragraph 10 of the Board-approved Stipulation of Settlement. Please note that certain customer metrics (MR as an example) have been impacted by the NJ COVID response.

In addition to the report itself, please find an explanation of the five categories utilized to explain leak response times over 60 minutes.

Very truly yours,

A handwritten signature in blue ink that reads "Matthew Weissman".

Matthew M. Weissman

C: E-mail Only:
Julie Ford-Williams
Ami Morita, Esq.
Brian Lipman
Karen Forbes
Paul Lupo

Explanation of Reason Categories for GE Response over 60 Minutes

Category 1 – Workload

This explanation is provided when the number of reported gas emergencies at a given time exceeds the capacity of available resources to respond, investigate, and secure the scene of each reported location within the prescribed time frame (60 minutes or less). These examples are most commonly associated with higher than reasonably forecasted gas emergencies in a certain period of time, reports of gas emergencies taken after normal working hours or on weekends or during unusual events where the existence of outside area odors create simultaneous reports of multiple gas emergencies.

Category 2 – Travel

This explanation is provided when first responders report their arrival was delayed by unexpected or unusual travel conditions. Examples would include severe traffic, poor weather conditions (rain, flooding, snow, and ice), detours, vehicle breakdown or collision.

Category 3 – Unable to Locate

This explanation is provided when first responders report they cannot immediately locate the address of the emergency provided by the customer, a passerby, or local emergency services (Police, Fire, OEM). Examples include reports provided with the wrong house number, street name and municipality; or premises that display a different address than the one displayed in the GIS database used by PSE&G.

Category 4 – Work Management

This explanation is provided when the gas emergency work management process breaks down due to failure of PSE&G associates to correctly perform their defined role. These associates include inquiry representatives who may fail to generate accurate gas emergency orders, dispatchers who may fail to assign and follow-up gas emergency orders in a timely fashion, first responders who may fail to proceed immediately to the scene of the reported emergency, and any other situation where human error has delayed the arrival of the first responder beyond 60 minutes. Included in this category are failures of PSE&G associates to follow prescribed processes during planned or emergency system outages.

Category 5 - IT System Issues

This explanation is provided when unexpected or unanticipated failure of the automatic work management system to create, assign, transmit, and / or receive the gas emergency order on the MDT (mobile display terminal) delays the arrival of the first responder beyond 60 minutes. Examples would include new system bugs, failed servers, and / or mobile communications. This category does not include failure of PSE&G associates to follow documented back up procedures in the event of known or anticipated system outages or failures.

Leaks Over 60 Minutes Detail Report

District	Order #	Address	City	Date	Time Taken (notification time)	Time Arrived (ARR)	Response Time (Min.)	Reason for Overage
Burlington	400050245442	209SEMINOLE TRL	Pemberton	7/7/2021	04:26:00	05:28:28	62 Min	1
Oakland	400050433425	457RIDGE RD	Mahway	7/28/2021	11:12:25	13:29:00	137 MIN	4
Orange	400050720512	414EAGLE ROCK AVE WE	West Orange	9/1/2021	19:05:00	20:30:00	85 MIN	2
Orange	400050723833	247N WYOMING AVE S/CU	South Orange	9/1/2021	20:34:00	21:52:17	78 MIN	2
Orange	400050723792	123LOCATION CEDAR GR	Cedar Grove	9/2/2021	0:14:00	13:34:19	800 MIN	2
Orange	400050724057	44LAWTON ST EAST ORA	East Orange	9/1/2021	22:01:00	23:53:35	113 MIN	2
Orange	400050724240	33NORWOOD PL EAST OR	East Orange	9/1/2021	22:04:00	23:43:59	100 MIN	2
Orange	400050724343	104STATE ST BLOOMFIE	Bloomfield	9/1/2021	21:55:00	23:19:11	84 MIN	2
Orange	400050724351	19WASHINGTON CT LIVI	Livingston	9/1/2021	22:49:00	0:31:38	103 MIN	2
Orange	400050724355	95ORCHARD RD MAPLEVO	Maplewood	9/1/2021	23:04:00	0:45:33	102 MIN	2
Orange	400050724363	8651FELSEN ST EAST OR	East Orange	9/1/2021	21:38:01	13:15:13	816 MIN	2
Orange	400050724376	123LOCATION MONTCLAIR	Montclair	9/2/2021	1:07:00	2:35:00	88 MIN	2
Orange	400050724380	212NEWARK AVE BLOOMF	Bloomfield	9/2/2021	1:50:00	16:29:54	880 MIN	2
Orange	400050724494	4PARK DR W WEST ORAN	West Orange	9/1/2021	23:53:41	1:07:04	73 MIN	2
Orange	400050724557	123LOCATION BLOOMFIE	Bloomfield	9/2/2021	1:00:00	2:14:44	75 MIN	2
Orange	400050724628	216W PASSAIC AVE BLO	Bloomfield	9/1/2021	21:35:00	22:48:26	73 MIN	2
Orange	400050724639	66STONEBRIDGE RD MON	Montclair	9/1/2021	23:39:00	0:58:29	79 MIN	2
Orange	400050724647	123LOCATION MONTCLAIR	Montclair	9/2/2021	1:15:48	3:00:18	105 MIN	2
Orange	400050724729	241LEWELLYN AVE BLO	Montclair	9/1/2021	22:39:00	0:06:37	88 MIN	2
Orange	400050724739	102GATES AVE MONTCLA	Montclair	9/1/2021	23:44:02	1:36:47	113 MIN	2
Orange	400050724747	51WHITTELEY AVE EAS	East Orange	9/2/2021	0:30:49	1:58:05	87 MIN	2
Orange	400050724865	249RIVER RD NUTLEY T	Nutley	9/2/2021	0:30:00	2:00:00	90 MIN	2
Orange	400050724948	62JAMES ST MONTCLAIR	Montclair	9/1/2021	20:53:00	22:22:29	89 MIN	2
Orange	400050725522	262FELLS RD ESSEX FE	Essex Fells	9/1/2021	22:37:00	0:14:31	98 MIN	2
Orange	400050725534	274BAY AVE GLEN RIDG	Glen Ridge	9/2/2021	1:04:17	2:15:11	71 MIN	2
Orange	400050725540	23VINE ST NUTLEY TOW	Nutley	9/2/2021	1:44:00	3:09:28	109 MIN	2
Orange	400050726431	15CENTRAL AVE MONTCL	Montclair	9/1/2021	23:12:35	0:27:53	75 MIN	2
Orange	400050726448	565BROUGHTON AVE BLO	Bloomfield	9/2/2021	1:31:00	3:02:03	91 MIN	2
Orange	400050727312	299N 16TH ST BLOOMFI	Bloomfield	9/1/2021	21:52:00	23:26:51	95 MIN	2
Orange	400050727319	65LINDEN AVE BLOOMFI	Bloomfield	9/1/2021	22:59:00	0:34:48	96 MIN	2
Orange	400050727328	138CLAREMONT AVE MON	Montclair	9/2/2021	1:10:36	3:29:04	138 MIN	2
Orange	400050728534	128CLAREMONT AVE MON	Montclair	9/2/2021	1:09:09	3:00:10	111 MIN	2
Orange	400050729083	68N WILLOW ST MONTCL	Montclair	9/1/2021	23:39:00	0:06:37	75 MIN	2
Orange	400050729423	5MAOLIS AVE BLOOMFIE	Bloomfield	9/2/2021	0:53:32	2:05:27	72 MIN	2
Orange	400050729587	104GATES AVE MONTCLA	Montclair	9/1/2021	23:41:57	1:05:50	84 MIN	2
Orange	400050729873	38CENTRAL AVE MONTCL	Montclair	9/2/2021	0:05:13	1:20:32	75 MIN	2
Orange	400050730159	73LA FRANCE AVE BLOO	Bloomfield	9/2/2021	0:50:00	2:30:28	100 MIN	2
Orange	400050731112	123LOCATION EAST ORA	East Orange	9/2/2021	2:22:49	3:45:22	83 MIN	2
Orange	400051095869	63MEADOWBROOK PL S/O	South Orange	9/21/2021	12:19:10	13:44:00	85 MIN	3
Clifton	400050723786	49CLAREMONT DR HILLS	Hackensack Heights	9/1/2021	0:48:00	23:03:00	90 MIN	2
Clifton	400050723973	50CHAMBERLAIN AVE LI	Little Ferry Boro	9/1/2021	22:01:15	23:31:29	90 MIN	2
Clifton	400050723975	48AGAR PL SOUTH HACK	South Hackensack	9/1/2021	22:29:00	23:31:38	63 MIN	2
Clifton	400050724372	88HERMAN ST EAST RUT	East Rutherford Boro	9/2/2021	0:12:32	1:27:58	75 MIN	2
Clifton	400050728488	534E 18TH ST PATERSO	Paterson	9/1/2021	23:31:00	1:04:38	94 MIN	2
Clifton	400050728513	171ST ST SOUTH HACKE	South Hackensack	9/1/2021	22:46:00	0:13:00	87 MIN	2
Oradell	400050724485	51LODI ST HACKENSACK	Hackensack	9/1/2021	22:39:00	0:02:40	84 MIN	2
Oradell	400050724584	4388TH ST PALISADES	Palisades	9/1/2021	23:26:58	0:29:00	82 MIN	2
Plainfield	400050718485	174W HIGH ST SOMERVI	Somerville	9/2/2021	20:01:00	22:55:56	175 MIN	2
Plainfield	400050719633	263OLD YORK RD BRIDG	Bridgewater	9/1/2021	19:52:00	20:57:00	65 MIN	2
Plainfield	400050721020	60BERT DR RARITAN BO	Raritan Boro	9/1/2021	20:03:46	22:00:00	116 MIN	2
Plainfield	400050724277	217VASSER DR PISCATA	Piscataway	9/2/2021	6:39:00	7:50:00	71 MIN	2
Plainfield	400050724503	89OLD YORK RD BRIDGE	Bridgewater	9/2/2021	2:15:00	6:32:52	258 MIN	2
Plainfield	400050724555	613STATE ROUTE 28 RA	Raritan	9/2/2021	0:51:00	5:23:00	272 MIN	2
Plainfield	400050724584	146W SUMMIT ST SOMER	Somerville	9/2/2021	2:26:00	5:08:00	162 MIN	2
Plainfield	400050724745	119SPRING AVE PISCA	Piscataway	9/2/2021	0:26:00	1:43:53	78 MIN	2
Plainfield	400050724869	103ROCK LN MIDDLESEX	Middlesex	9/2/2021	1:31:00	3:33:52	123 MIN	2
Plainfield	400050724870	88E CLIFF ST SOMERVI	Somerville	9/2/2021	1:55:00	4:28:00	153 MIN	2
Plainfield	400050726411	29E SPRING ST SOMERVI	Somerville	9/1/2021	21:14:00	22:50:56	97 MIN	2
Plainfield	400050726447	19STONE BROOK PL NO	North Plainfield	9/2/2021	1:28:00	6:10:05	282 MIN	2
Plainfield	400050727313	115OMERS PL SOUTH BO	South Bound Brook	9/1/2021	22:02:00	1:11:47	190 MIN	2
Plainfield	400050727329	49CLAREMONT DR HILLS	Hillsborough	9/2/2021	1:36:00	4:14:00	158 MIN	2
Plainfield	400050728572	438WASHINGTON PL SOM	Somerville	9/2/2021	7:41:00	8:53:17	72 MIN	2
Plainfield	400050729419	61NETHERWOOD AVE PLA	Plainfield	9/2/2021	0:23:00	2:21:06	118 MIN	2
Plainfield	400050731147	561STANGLE RD BRIDGE	Bridgewater	9/2/2021	7:17:00	8:49:09	92 MIN	2
Plainfield	400050732166	123LOCATION SOUTH BO	South Bound Brook	9/2/2021	9:21:00	10:35:13	74 MIN	2
Plainfield	400050743272	409HIGH ST MIDDLESEX	Middlesex	9/2/2021	14:43:00	15:48:35	66 MIN	2
Plainfield	400050746341	602S MAIN ST MANVILL	Manville	9/2/2021	15:18:00	16:25:25	67 MIN	2
Plainfield	400050746421	214N 2ND AVE MANVILL	Manville	9/2/2021	15:14:00	16:38:00	84 MIN	2
Plainfield	400050748618	310N 2ND AVE MANVILL	Manville	9/2/2021	15:05:00	17:33:00	148 MIN	2
Plainfield	400050748625	123LOCATION MANVILLE	Manville	9/2/2021	15:19:00	17:10:37	112 MIN	2
Plainfield	400050749066	1830EASTON AVE FRANK	Franklin	9/2/2021	17:17:00	19:01:45	105 MIN	2
Plainfield	400050749093	125CHARLES ST FRANKL	Franklin	09/02/21	17:40:00	18:40:06	60 MIN	2
Plainfield	400050755468	10MCGOVERN CT BRIDGE	Bridgewater	09/02/21	19:05:00	20:08:00	63 MIN	2
Plainfield	400050756607	611STRATFORD PL BRID	Bridgewater	09/02/21	18:22:00	19:49:51	88 MIN	2
Plainfield	400050785792	1623DRUM HILL RD BR	Bridgewater	09/03/21	9:56:00	11:07:04	71 MIN	2
Plainfield	400050801157	111WALNUT AVE FRANKL	Franklin	09/03/21	16:11:00	17:12:00	61 MIN	2
Summit	400050734469	123LOCATION BEDMINST	Bedminster	09/02/21	9:15:00	10:35:13	80 MIN	2
New Brunswick	400050719546	2WALLACE ST EDISON T	Edison	09/01/21	20:34:00	22:22:43	109 MIN	2
New Brunswick	400050724265	56N MAIN ST MILLTOWN	Milltown	09/02/21	2:25:00	3:38:35	74 MIN	2
New Brunswick	400050724623	14YORK DR EDISON TWP	Edison	09/01/21	20:42:00	22:01:54	80 MIN	2
New Brunswick	400050729424	1501MERRYWOOD DR EDI	Edison	09/02/21	1:18:00	2:31:38	74 MIN	2
Trenton	400050724067	79MEADOW LARK LN MON	Montgomery	09/01/21	23:00:00	0:12:35	73 MIN	2
Trenton	400050724722	111WALNUT AVE FRANKL	Montgomery	09/01/21	20:54:00	22:20:28	86 MIN	2
Trenton	400050734380	47JEFFERSON RD PRIN	Princeton	09/02/21	8:20:00	9:22:21	62 MIN	2
Trenton	400050739234	61LAWRENCEVILLE RD	Lawrenceville	09/02/21	12:13:00	13:27:00	74 MIN	2

Legend

- 1 Workload - Disproportionate level of gas emergencies received within one hour (odor in air, multiple gas leaks, off hour staffing)
- 2 Travel -Travel time from previous address (traffic, weather, etc.) Vehicle Breakdown / Accident
- 3 Technician Unable to locate Address
- 4 Work Mgmt - (Dispatch process issues, system outage issues, Call Center error)
- 5 True System Issues -System does not perform as designed.

**PUBLIC SERVICE ELECTRIC AND GAS COMPANY
BPU QUARTERLY REPORTS
DOCKET NO. GR09050422**

BPU Benchmark		Jan-21	Feb-21	Mar-21	Q1	Apr-21	May-21	Jun-21	Q2	Jul-21	Aug-21	Sep-21	Q3	Oct-21	Nov-21	Dec-21	Q4	YTD
80%	1) Average Speed of Answer Within 30 Seconds	78.2%	79.4%	72.5%	76.4%	85.8%	84.6%	82.4%	84.2%	78.2%	74.8%	76.3%	76.4%					78.9%
5%	2) Abandoned Call Rate	4.2%	3.6%	7.7%	5.4%	2.4%	3.0%	3.3%	2.9%	5.6%	5.8%	4.4%	5.2%					4.5%
	3) Speed of Customer Response Avg in Seconds	81	63	154	103	34	42	56	45	101	107	88	98					83
95%	4) Percent of On-Cycle Meter Reads	85.5%	75.9%	90.0%	83.8%	91.6%	91.6%	90.7%	91.3%	90.9%	89.3%	70.9%	83.7%					86.3%
≤ 20 per 1,000	5) Rebills/1,000 Customers	18.5	16.5	28.6	21.2	22.2	19.9	17.5	19.8	16.2	17.5	19.3	17.7					19.6
95%	6) Gas Leak/Odor Response Within 60 Minutes	99.99%	99.98%	100.00%	99.99%	100.00%	99.97%	99.98%	99.98%	99.96%	100.00%	99.02%	99.56%					99.84%
95%	7) Percent of Customer Service Appointments Met	88%	89%	90%	89%	93%	92%	92%	92%	91%	91%	90%	91%					90%
1.0	8) Escalated Complaints to the BPU/1,000 Customers	0.03	0.03	0.05	0.11	0.03	0.03	0.03	0.09	0.03	0.03	0.03	0.09					0.29
	Escalated Complaints (Non Collection) to the BPU/1,000 Customers	0.03	0.02	0.04	0.08	0.03	0.02	0.02	0.07	0.02	0.02	0.03	0.07					0.22