



February 3, 2022

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 – 4th 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 4th 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
Sarah Steindel
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
Jersey City	400051719405	10SHERMAN PL	JERSEY CITY	11/30/2021	11:27:00	12:41:59	75 Min	4
Oradell	400051884639	199WASHINGTON ST	NORTHVALE	12/10/2021	05:30:00	07:01:48	92 Min	5
Jersey City	400051882020	240YORK ST	JERSEY CITY	12/9/2021	17:40:00	18:43:00	63 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 Mgn't - (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%	84.2%	76.4%	85.6%	81.9%	79.6%
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%	2.5%	4.7%	1.5%	3.0%	4.2%
	3) Speed of Customer Response Avg in Seconds	81	63	154	103	34	42	56	45	101	107	88	98	50	98	26	59	77
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%	71.3%	83.8%	91.1%	90.5%	89.8%	90.5%	87.3%
≤ 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	38.4	18.9	17.4	24.9	20.9
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%	100.00%	99.99%	99.97%	100.0%	99.88%
95%	7) Percent of Customer Service Appointments Met	88%	89%	90%	89%	93%	92%	92%	92%	91%	91%	90%	91%	90%	87%	90%	89%	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	0.03	0.03	0.04	0.10	0.38
	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	0.02	0.02	0.02	0.07	0.29