

RCR-CUS-0139			
BPU Rate Case Metrics History			
		2024	
		1st QTR	
CO	1) Average Speed of Answer Within 30 Seconds	80.5%	*Revised
CO	2) Abandoned Call Rate	4.6%	
CO	3) Speed of Customer Response Avg in Seconds	79	
CO	4) Percent of On-Cycle Meter Reads	93.8%	
CO	5) Rebills/1,000 Customers	11.9	
Gas	6) Gas Leak/Odor Response Within 60 Minutes	99.99%	
Gas/Elec	7) Percent of Customer Service Appointments Met	89.0%	
Utility Wide	8) Escalated Complaints to the BPU/1,000 Customers	0.13	
Utility Wide	Escalated Complaints (Non Collection) to the BPU/1,000 Customers	0.06	

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		<u>BPU Rate Case Metrics History</u>							
		2023	2023	2023	2023	2023			
		1st QTR	2nd QTR	3rd QTR	4th QTR	YTD Dec			
CO	1) Average Speed of Answer Within 30 Seconds	79.1%	73.3%	79.0%	80.6%	78.2%	*Q2-Q4, YE Revised		
CO	2) Abandoned Call Rate	3.1%	7.1%	7.3%	8.0%	6.5%			
CO	3) Speed of Customer Response Avg in Seconds	57	87	80	87	78			
CO	4) Percent of On-Cycle Meter Reads	92.4%	92.4%	92.8%	94.1%	92.9%			
CO	5) Rebills/1,000 Customers	15.6	15.9	15.9	15.8	15.8			
Gas	6) Gas Leak/Odor Response Within 60 Minutes	99.97%	99.99%	100.00%	100.0%	99.99%			
Gas/Elec	7) Percent of Customer Service Appointments Met	91.0%	92.0%	91.0%	88.0%	90.0%			
Utility Wide	8) Escalated Complaints to the BPU/1,000 Customers	0.15	0.17	0.18	0.15	0.65			
Utility Wide	Escalated Complaints (Non Collection) to the BPU/1,000 Customers	0.08	0.06	0.06	0.05	0.25			

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		2022	2022	2022	2022	2022
		1st QTR	2nd QTR	3rd QTR	4th QTR	YTD Dec
CO	1) Average Speed of Answer Within 30 Seconds	74.8%	75.7%	77.8%	81.9%	77.5%
CO	2) Abandoned Call Rate	5.3%	6.2%	4.9%	3.3%	4.9%
CO	3) Speed of Customer Response Avg in Seconds	122	136	105	63	106
CO	4) Percent of On-Cycle Meter Reads	88.2%	90.8%	91.1%	92.5%	90.6%
CO	5) Rebills/1,000 Customers	19.9	21.4	18.0	18.1	19.3
Gas	6) Gas Leak/Odor Response Within 60 Minutes	99.98%	99.98%	99.28%	100.0%	99.83%
Gas/Elec	7) Percent of Customer Service Appointments Met	89.0%	91.0%	91.0%	90.0%	90.0%
Utility Wide	8) Escalated Complaints to the BPU/1,000 Customers	0.13	0.12	0.12	0.13	0.49
Utility Wide	Escalated Complaints (Non Collection) to the BPU/1,000 Customers	0.07	0.06	0.06	0.06	0.25

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		2021	2021	2021	2021	2021
		1st QTR	2nd QTR	3rd QTR	4th QTR	YTD Dec
CO	1) Average Speed of Answer Within 30 Seconds	76.4%	84.2%	76.4%	81.9%	79.6%
CO	2) Abandoned Call Rate	5.4%	2.9%	5.2%	3.0%	4.2%
CO	3) Speed of Customer Response Avg in Seconds	103	45	98	59	77
CO	4) Percent of On-Cycle Meter Reads	83.8%	91.3%	83.8%	90.5%	87.3%
CO	5) Rebills/1,000 Customers	21.2	19.8	17.7	24.9	20.9
Gas	6) Gas Leak/Odor Response Within 60 Minutes	99.99%	99.98%	99.56%	100.0%	99.88%
Gas/Elec	7) Percent of Customer Service Appointments Met	89.0%	92.0%	91.0%	89.0%	90.0%
Utility Wide	8) Escalated Complaints to the BPU/1,000 Customers	0.11	0.09	0.09	0.10	0.38
Utility Wide	Escalated Complaints (Non Collection) to the BPU/1,000 Customers	0.08	0.07	0.07	0.07	0.29

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		2020	2020	2020	2020	2020
		1st QTR	2nd QTR	3rd QTR	4th QTR	YTD Dec
CO	1) Average Speed of Answer Within 30 Seconds	84.5%	94.8%	78.4%	82.0%	84.2%
CO	2) Abandoned Call Rate	2.7%	1.1%	6.3%	3.8%	3.8%
CO	3) Speed of Customer Response Avg in Seconds	47	9	122	76	70
CO	4) Percent of On-Cycle Meter Reads	89.2%	69.9%	78.7%	89.6%	81.8%
CO	5) Rebills/1,000 Customers	13.0	12.4	40.8	28.1	23.6
Gas	6) Gas Leak/Odor Response Within 60 Minutes	99.99%	100.00%	99.97%	100.0%	99.99%
Gas/Elec	7) Percent of Customer Service Appointments Met	92.0%	94.0%	92.0%	88.0%	91.0%
Utility Wide	8) Escalated Complaints to the BPU/1,000 Customers	0.11	0.07	0.23	0.11	0.52
Utility Wide	Escalated Complaints (Non Collection) to the BPU/1,000 Customers	0.05	0.04	0.21	0.09	0.40

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		2019	2019	2019	2019	2019
		1st QTR	2nd QTR	3rd QTR	4th QTR	YTD Dec
CO	1) Average Speed of Answer Within 30 Seconds	71.4%	71.2%	70.8%	77.8%	72.7%
CO	2) Abandoned Call Rate	4.7%	6.3%	10.4%	5.0%	6.9%
CO	3) Speed of Customer Response Avg in Seconds	74	95	213	100	126
CO	4) Percent of On-Cycle Meter Reads	90.5%	91.6%	90.5%	92.2%	91.2%
CO	5) Rebills/1,000 Customers	14.6	16.2	19.6	19.5	17.5
Gas	6) Gas Leak/Odor Response Within 60 Minutes	99.97%	99.97%	99.94%	100.0%	99.97%
Gas/Elec	7) Percent of Customer Service Appointments Met	88.0%	90.0%	90.0%	89.0%	90.0%
Utility Wide	8) Escalated Complaints to the BPU/1,000 Customers	0.12	0.23	0.25	0.19	0.79
Utility Wide	Escalated Complaints (Non Collection) to the BPU/1,000 Customers	0.04	0.05	0.07	0.05	0.22

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		BPU Rate Case Metrics History							
		2019	2020	2021	2022	2023	2024		
		YTD Dec	YTD Dec	YTD Dec	YTD Dec	YTD Dec	1st QTR		
CO	1) Average Speed of Answer Within 30 Seconds	72.7%	84.2%	79.6%	77.5%	78.2%	80.5%	*Revised	
CO	2) Abandoned Call Rate	6.9%	3.8%	4.2%	4.9%	6.5%	4.6%		
CO	3) Speed of Customer Response Avg in Seconds	126	70	77	106	78	79		
CO	4) Percent of On-Cycle Meter Reads	91.2%	81.8%	87.3%	90.6%	92.9%	93.8%		
CO	5) Rebills/1,000 Customers	17.5	23.6	20.9	19.3	15.8	11.9		
Gas	6) Gas Leak/Odor Response Within 60 Minutes	99.97%	99.99%	99.88%	99.83%	99.99%	99.99%		
Gas/Elec	7) Percent of Customer Service Appointments Met	90%	91%	90%	90%	90%	89.0%		
Utility Wide	8) Escalated Complaints to the BPU/1,000 Customers	0.79	0.52	0.38	0.49	0.65	0.13		
Utility Wide	Escalated Complaints (Non Collection) to the BPU/1,000 Customers	0.22	0.40	0.29	0.25	0.25	0.06		

Rebill calculation revised in January 2013 to capture total months
Escalated complaints are as reported on BPU quarterly reports; calculation revised in 2015

	Total Calls Offered	7,680,812	7,354,181	6,618,805	6,664,660	7,126,673	1,879,279		
	Total Calls Abandoned	528,816	279,336	277,372	328,485	465,254	87,198		

