

Public Service Electric and Gas Company
Case Name: 2023 PSEG Rate Case
Docket No(s): ER23120924 and GR23120925

Response to Discovery Request: RCR-CUS-0139
Date of Response: May 13, 2024
Witness: Schmid, Michael & Fonseca, Ricardo
Call Metrics

Question:

Reference the Excel file provided in response to RCR-CUS-5(b).

- a. Relative to 2022, during 2023, the average percentage of calls answered within 30 seconds declined from 77.5% to 69.1% and the percentage of calls that customers abandoned increased from 4.9% to 6.5%; however, during the same time frame, the average speed of answer declined from 106 seconds to 78 seconds. Does the abandonment rate (customers giving up on reaching a customer service representative) affect the speed of answer? For example, as the number of customers abandoning calls increases, are there relatively fewer customers waiting, which, all else being equal, causes the average speed of answer to decline? Please explain.
- b. Please add another row of data to the table provided in response to RCR-CUS-5(b), showing (i) the total number of calls attempted in each of the years, and (ii) the total number of calls abandoned in each of the years.
- c. Has PSE&G or any entity on behalf of PSE&G examined the reasons for the decline in performance on the average percentage of calls answered within 30 seconds between 2022 and 2023 relative to the increased percentage of calls abandoned? If so please provide descriptions of both PSE&Gs examination and of the reasons identified.
- d. Other than the attachment entitled Customer Contact 2024.pdf provided in response to RCR-CUS-16, has PSE&G or any entity on behalf of PSE&G developed an action plan to address the decline in performance between 2022 and 2023 relative to either or both of the average percentage of calls answered within 30 seconds or the percentage of calls abandoned? If so, please provide.
- e. Please provide corresponding data for the first quarter of 2024 for all metrics shown.

Attachments Provided Herewith: 1

RCR_CUS_0139_BPU Metric Summary 2019_Q1 2024 – Revised.xlsx

Response:

- a. In reviewing the Company's response to RCR-CUS-0139, PSE&G reviewed the 2023 data and determined that beginning in April of 2023, the calculation of the percentage of calls answered in 30 seconds was incorrectly modified to exclude certain calls which resulted in lower values for this metric between April 2023 and March 2024. The error in the calculation was due to the updates in reporting made with the implementation of the new phone system. Please see the attached Excel file "BPU Metric Summary 2019-Q1 2024 – Revised.xlsx" for the revised data reflecting the corrected percentage of calls answered in 30 seconds (78.2% in 2023). The revised numbers show a more expected

relationship between the average percentage of calls answered within 30 seconds and the abandon rate.

- b. The total calls offered (i), and the total calls abandoned (ii) can be found in the attached Excel file “BPU Metric Summary 2019-Q1 2024 – Revised.xlsx” on rows 15 and 16 respectively of the “BPU stats (2019-Q1 2024) worksheet in the attached Excel file “BPU Metric Summary 2019-Q1 2024 – Revised.xlsx”.
- c. Please see the response to a. above.

On April 3, 2023, the Company began the migration to a new contact center phone system. This included a complete replacement of Integrated Voice Response (“IVR”) system, the Automated Call Distributor (“ACD”) system, and supporting systems for call recording, after call surveys, and workforce management. During the migration and subsequent stabilization period all call answer metrics including abandonment rate and percentage of calls answered within 30 seconds were negatively impacted.

Beginning in June 2023, call volume began to increase and remained high through the remainder of the year. The Company received over 460,000 more calls in 2023 than in 2022. This contributed to an increase in the abandonment rate.

- d. PSE&G reviewed its call center management structure and made decisions to improve leadership lines of focus. Technology and Workforce Planning had been a combined role. These roles were bifurcated and a Workforce Planning Manager (“WFM”) position was added. An experienced WFM manager was hired and brought into the Company to optimize the forecasting of call volume and scheduling of call center resources to improve the call center metrics in question. Two new call center managers with external call center experience were also added to provide more operational oversight. To address performance, new scorecards at the agent, team and center level have been developed and performance management meetings are held weekly. Additionally, the Call Center Management team is working closely with the Customer Experience and Technology teams on a project to make changes in the new IVR based on customer feedback.
- e. Please see the attached Excel file “BPU Metric Summary 2019-Q1 2024 – Revised.xlsx”, worksheet “BPU stats (Q1 2024)” for the first quarter 2024 metrics.