



Ms. Luann Scherer
Director, Office of Consumer Policy
New York State Department of Public Service
Three Empire State Plaza
Albany, N.Y. 12223-1350

February 11, 2016

Re: Case 12-M-0192
Service Quality Performance Mechanism

Dear Ms. Scherer:

As required in the Order Authorizing Acquisition Subject to Conditions, issued and effective June 26, 2013 in the above referenced proceeding that adopted previously authorized reporting requirements continue until modified by the Commission, Central Hudson hereby provides a summary of the calendar year 2015 performance period results for its Customer Service Quality Performance Mechanism.

Customer Satisfaction Index (CSI)

The mathematical mean of the CSI for the reporting period was 90.0%. This exceeds the target CSI of 85%.

The annual report on the CSI for 2015 will be provided in a separate mailing.

PSC Complaint Rate

The annual average of complaints per 100,000 customers for the reporting period was 0.19, which is below the threshold level of 1.1 complaints per 100,000 customers.

Keeping Scheduled Appointments

During the calendar year of 2015, Central Hudson had 22,438 scheduled appointments, of which 22,424 (99.9%) were kept. For each of the 14 missed appointments, a \$20 credit was applied to the account of the affected customer. The total payments made for missed appointments during the period were \$280.00.

Questions regarding the information above may be directed to the undersigned.

Linda M. Harrison
Division Manager – Customer Account Services
845-486-5623