O&R CUSTOMERS PERFORMANCE INDICATORS - 2025

ITEM	INDICATOR	Jan-25	Feb-25	Mar-25	Apr-25	May-25	Jun-25	Jul-25	Aug-25	Sep-25	Oct-25	Nov-25	Dec-25	YTD
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1	Appointments Kept												,	ſ
1a.	Appointments Made	328	336	347	379	377	375	518	457	499	597	509		4,722
1b.	Appointments Kept	311	315	336	368	365	363	484	444	476	580	484		4,526
1c.	Percent of Appointments Kept	94.8%	93.8%	96.8%	97.1%	96.8%	96.8%	93.4%	97.2%	95.4%	97.2%	95.1%		95.8%
2	Adjusted Bills													
2a.	Total Bills Issued	280,339	253,769	253,129	252,351	252,378	255,072	254,184	253,058	255,035	253,680	251,444		2,814,439
2b.	Total Bills Adjusted	19,844	2,484	2,450	1,719	1,743	4,655	2,901	1,984	2,847	1,702	890		43,219
2c.	Percent of Adjusted Bills	7.08%	0.98%	0.97%	0.68%	0.69%	1.82%	1.14%	0.78%	1.12%	0.67%	0.35%		1.54%
3	Telephone Answer Response													
3a.	Total Incoming Calls Received	61,876	54,393	62,227	61,491	61,988	56,291	63,359	61,107	62,558	60,298	46,931		652,519
3b.	Percent of Calls Answered	99.1%	98.6%	97.6%	97.4%	98.0%	98.1%	98.0%	97.7%	97.3%	98.4%	98.4%		98.1%
3c.	Total Incoming Calls Requesting a Representative	31,337	28,175	32,376	30,937	30,628	28,661	32,690	32,813	33,805	30,284	22,551		334,257
3d.	Percent of Calls Answered by a Rep. Within 30 Secs.	71.1%	**72.9%	71.5%	68.4%	74.3%	70.9%	71.6%	65.4%	65.5%	74.5%	74.0%		70.9%
4	Estimated Bills													i
4a.	Total meters scheduled to be read	384,468	386,680	387,055	387,091	387,195	386,099	386,448	387,552	388,114	388,572	387,544		4,256,818
4b.	Total estimated readings made	2,133	1,662	1,450	1,286		1,545	1,549	1,269	1,466	1,792	1,225		16,708
4c.	Percent of Estimated Bills	0.6%	0.4%	0.4%	0.3%	0.3%	0.4%	0.4%	0.3%	0.4%	0.5%	0.3%		0.4%
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5	Customer Satisfaction													l
5a.	Percent of Customers Satisfied	92.3%	92.9%	92.3%	91.9%	93.3%	94.3%	92.7%	93.0%	92.7%	93.7%	92.3%		92.8%
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(3) Thes	se Statistics are Cumulative of all Calls from our New York, and New Jersey Cus	tomers.												
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(3) The	percentage of New York customers is 76%.												ļ	
(0) = 1	<u> </u>		l .			l								
(3) Exclu	uded from measurement are the Life Support Equipment and New Business hot	lines.				l								
(4) Th	(AUD and a land	V 0 AME				 								
(4) The	percentage of AMR meters installed in New York is 0.2% Electric AMR and 0.49	% Gas AMR				 								
(4) Th.	percentage of AMI meters installed in New York is 99% Electric AMI and 99% C	L				 							-	
(4) The	percentage of AMI meters installed in New York is 99% Electric AMI and 99% C	oas Ami				1								
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^^ Adjus	sted item 3d. previous percentage from 71.9% to 72.9% for Feb-25													

Pilot Statewide Survey	10	225	20	225	30	225	4Q25	
Survey Response Rate	3.7%		3.	4%	3.	3%		
Surveys Issued	13.	524	10.	579	10	691		
Total Survey Responses	505	100%	363	100%	349	100%		
Very satisfied	194	38%	153	43%	142	41%		
Satisfied	103	20%	74	20%	64	18%		
Neither satisfied nor dissatisfied	62	12%	33	9%	32	9%		
Dissatisfied	45	9%	37	10%	42	12%		
Very dissatisfied	101	20%	66	18%	69	20%		