

December 12, 2025

**VIA EMAIL**

Honorable Michelle Phillips  
Secretary  
State of New York  
Public Service Commission  
Three Empire State Plaza  
Albany, New York 12223-1350

Re: Case 15-M-0566 – In the Matter of Revisions to Customer Service Performance Indicators Applicable to Gas and Electric Corporations

Dear Secretary Phillips:

As directed by the Commission's Order Adopting Revisions to Customer Service Reporting Metrics issued August 4, 2017 in the above-referenced proceeding, I enclose for filing a copy of Orange and Rockland Utilities, Inc.'s Customer Service Performance Indicator Report for November 2025.

As requested via email correspondence between Orange & Rockland Utilities, Inc. and PSC Staff dated March 7, 2019, please see below for the customer inquiry breakdown of the key drivers for the call volume.

- Service Turn on/off /Billing/Payment/Credit/Budget Billing
- Outage/Service Order/Meter Reading
- Retail Access

Please contact me if you have any questions regarding this matter.

Very truly yours,

/s/ Jonathan Miklos

Jonathan Miklos