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January 28, 2013

Via Electronic Mail

Hon. Jeffrey C. Cohen, Acting Secretary
New York State Department of Public Service
Three Empire State Plaza
Albany, New York 12223-1350

Re: Case 09-G-0795 - Consolidated Edison Company of New York, Inc.
– Gas Rates (Customer Satisfaction Survey – Gas Emergency Calls)

Dear Acting Secretary Cohen:

The Commission's *Order Establishing Three-Year Steam and Gas Rate Plans*, issued September 22, 2010 (“Order”), in the referenced proceeding provides for Con Edison to perform semiannual surveys measuring customer satisfaction with its handling of calls to its Gas Emergency Response Center and to submit reports of the surveys. The Order also provides for monetary credits to customers if the average of the customer satisfaction indices for the two surveys within a rate year is below 88.1 percent.

Provided herewith for filing with the Commission is the report of the survey of customer satisfaction with the handling of calls to the Gas Emergency Response Center for the fourth quarter of 2012. The customer satisfaction index for the survey is 91.8 percent.

Con Edison plans to conduct another such survey during the second quarter of 2013 and thereafter file an annual report on the surveys for the third rate year (October 1, 2012 through September 30, 2013) of the gas rate plan in effect under the Order.

Respectfully submitted,

/s/ Thomas P. Riozzi

Attachment

cc: Sandra Sloane (DPS Staff)
Martin Insogna (DPS Staff)



Fourth Quarter 2012 Summary Gas Emergency Contacts

Prepared for
Con Edison
New York, NY

16 January 2013

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Gas Emergency Contacts

Con Edison is continually working to enhance customer satisfaction levels. To help Con Edison track its success and identify specific strategies for improvement, CRA, Inc. conducts a semi-annual customer satisfaction measurement. This report summarizes the Gas Emergency customer findings for the Fourth Quarter of 2012.

CRA collected the data by telephone in December of 2012 and early January of 2013. During each week of data collection, the list of prospective interviewees included customers who had contacted Con Edison during the previous week regarding a gas emergency, with all customer calls received during 2012. CRA conducted interviews with 400 Gas Emergency customers, including customers from Queens, the Bronx, Manhattan, and Westchester.

Report Structure

The body of this report presents the 4Q12 findings in six sections:

- 4Q12 Gas Emergency Customer Contact Satisfaction Index (CCSI)
- Factors that Drive the Gas Emergency CCSI
- Service Benchmarks
- Sample Composition
- Summary
- Conclusions and Recommendations

Additionally, an appendix presents the 4Q12 Gas Emergency survey questions.

Reading the Report's Graphs and Tables

Throughout this report, the research team uses graphs and tables to illustrate the CCSI and the factors that drive it. (Please note that the findings in the report reflect the ratings of all Gas Emergency customers, while the ECS scorecard reflects only the ratings of Gas Emergency customers who answered a sufficient number of questions to be included in the CCSI calculation.)

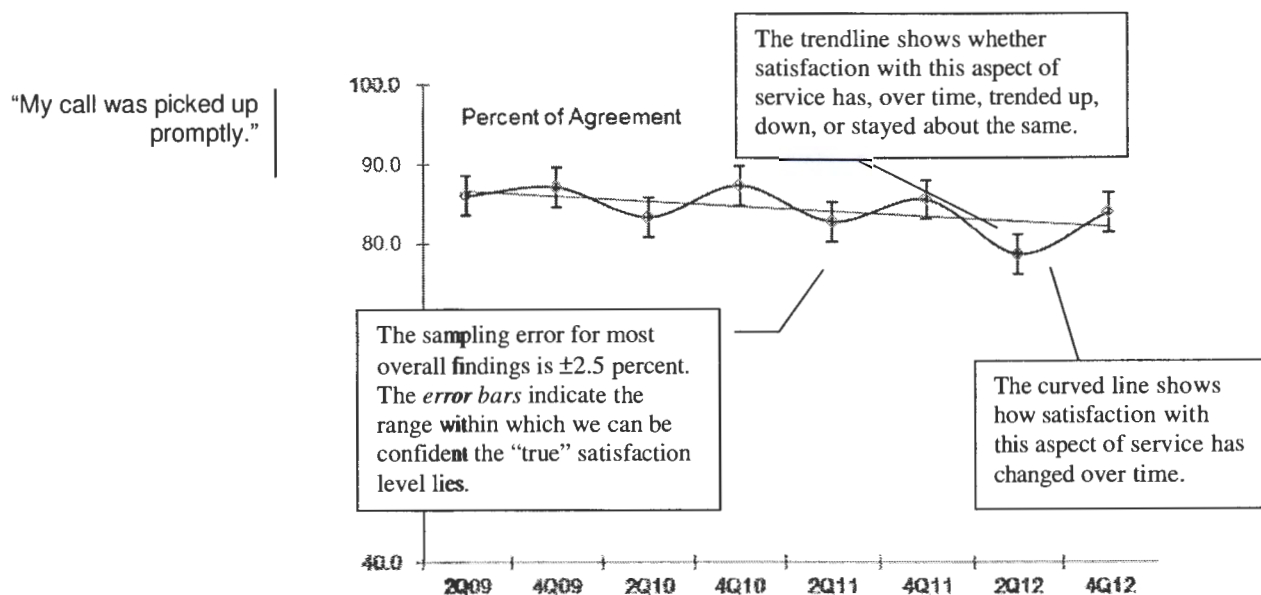


Table 4: "My call was picked up promptly."

	System-Wide	Queens	Bronx	Manhat.	Westchester
Percent of Agreement	83.9%	86.7%	83.9%	80.6%	84.8%
Vs. 2Q12	↑	↔	↔	↔	↑

This row highlights the 4Q12 findings. Please note that the percentages refer to the percentage of Gas Emergency callers who offer favorable ratings for each question, rather than the average ratings used in CCSI calculations.

The arrows indicate whether and how satisfaction has changed since the last survey. In the overall findings, up or down arrows reflect changes of 5 points or more.*

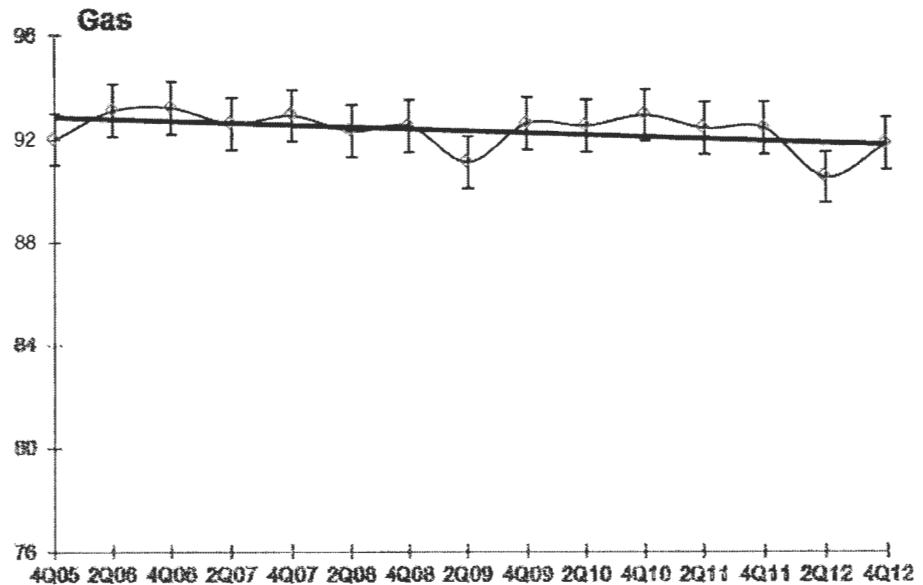
Because they are based on smaller sample sizes, the individual operating area findings have larger sampling errors. Here, up or down arrows reflect changes of roughly 10 points or more.

Because they are composite measures, the CCSI have smaller sampling errors than the findings for individual survey items. Accordingly, in any table presenting overall CCSI findings, arrows represent changes of one point or more. In the CCSI findings for individual operating areas, arrows represent changes of two points or more.

Gas Emergency Customer Contact Satisfaction Index (CCSI)

Based on the satisfaction ratings of Gas Emergency customers who interacted with both Assistance Center telephone representatives and field representatives, the research team calculated the Gas Emergency CCSI.

In 4Q12, the Gas CCSI is 91.8, representing a significant increase from the 2Q12 CCSI. This rating exceeds the PSC target by 3.7 points.



In 4Q12, the CCSI for Queens increased significantly from its 2Q12 level.

Table 1: Gas CCSI

	System-Wide	Queens	Bronx	Manhat.	West-chester
CCSI	91.8	92.4	93.2	90.9	90.9
Vs. 2Q12	↑	↑	↔	↔	↔

Factors that Drive the Gas Emergency CCSI

The CCSI is a composite measure that reflects customer satisfaction with various facets of Con Edison's service. This section details Con Edison's 4Q12 performance across the factors that drive the Gas Emergency CCSI, in three sub-sections:

- **Satisfaction with the Overall Experience**
- **Satisfaction with Assistance Center Service**

This includes satisfaction with the contact itself (Was help easily accessible? Was the problem appropriately handled?) and with the Assistance Center telephone representative's demeanor (Was he or she courteous? Attentive? Knowledgeable?).

- **Satisfaction with On-Site Service**

This includes satisfaction with the service visit itself (Was the visit timely? Was the problem resolved?) and with the field representative's performance (Was he or she courteous? Attentive? Knowledgeable?).

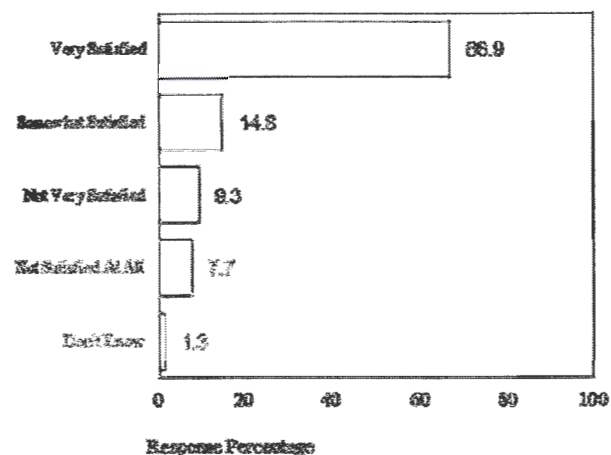
Satisfaction with the Overall Experience

The overall satisfaction findings suggest that:

- In 4Q12, roughly 82 percent of 4Q12 Gas Emergency customers are satisfied with the way Con Edison handled their problem.
- Those who are satisfied overall report that their problem was resolved, and in a timely manner and that Con Edison representatives were concerned and communicated effectively. Dissatisfied customers complained about lack of resolution, service delays, issues regarding construction and debris as a result of repairs, and a desire for better communication.

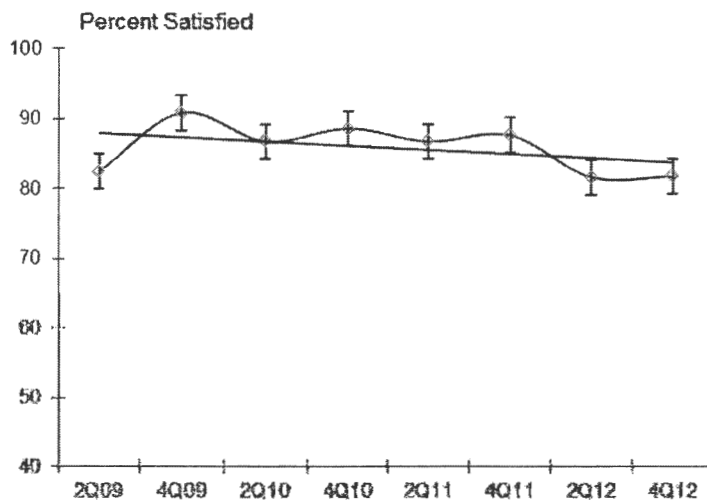
The remainder of this section details the findings.

4Q12: "How satisfied were you with the way your problem was handled by Con Edison?"



As illustrated above, approximately 67 percent of respondents described themselves as "very satisfied," and an additional 15 percent described themselves as "somewhat satisfied" with the way Con Edison handled their problem. However, 17 percent of Gas Emergency customers reported that they were less than satisfied with the way Con Edison handled their problem.

Comparison: "How satisfied were you with the way your problem was handled by Con Edison?"



Roughly 82 percent of 4Q12 Gas Emergency customers indicated they are satisfied with their recent Assistance Center contact.

Table 2: "How satisfied were you with the way your problem was handled by Con Edison?"

	System-Wide	Queens	Bronx	Manhat.	West-chester
Percent Satisfied	81.7%	76.0%	88.4%	83.9%	82.1%
Vs. 2Q12	↔	↔	↔	↔	↔

**Satisfied Customers: In
Their Own Words**

Among those customers who reported overall satisfaction with their recent experience, many respondents reported that their Con Edison field representative **responded quickly addressed their service issue:**

- Service was quick. They were knowledgeable and friendly and fixed the problem quickly.
- They came very quickly, were extremely thorough, and explained what would happen. They said someone would be here tomorrow and they are, right now, digging up the driveway.
- The leaking gas could have killed me. The representative that I spoke to understood that I needed to get out of the house and the guy that came out got here in less than forty-five minutes.

Many noted that **Con Edison thoroughly resolved their problem:**

- They were prompt and knowledgeable. They knew what they were talking about and were able to solve my problem within ten minutes.
- He came and took care of the problem right away after I called. They were very helpful. He checked everything that had to do with gas and made sure it was taken care of.
- Every time I need them, they always help me and they are very good to me. They're very courteous and I have no complaints about them. They always try to help me and come to my rescue the best they can do. I love them. When I need them, they are here for me and try to help with my problems.

Another group of respondents were pleased that their telephone and field representatives **demonstrated concern:**

- They came out promptly and spent a long time fixing the problem. He came back to remind me to do something and he wanted to make sure that we adjusted certain things. He was clearly concerned that we understood and that was very appropriate. I would like to thank the service man that appeared and to say I was happy with him and he tried really hard to understand what the problem was.
- Not only did the serviceperson come within an hour, they called the fire department, and they showed up within 15 minutes. Then the serviceperson came in about 45 minutes and offered to shut down the stove to see if he could fix the problem.
- I felt like they were so concerned about me and my family, and the serviceperson arrived within minutes. He was very informative and told me what to do to avoid it happening again in the future. He was very polite and courteous.

Several respondents were grateful that their telephone and field representatives **communicated well about their problem**:

- The guys that came out were very professional and took the time to explain to me what needed to be done. We worked together to get the problem solved. I was very impressed.
- My problem was taken care of within an hour and the service was very good. The technician was good and helpful with my problem and he even showed me what to do if the problem happens again.
- He told me exactly what the problem was and I was grateful because we had a big problem. He was very nice and he made me feel at ease about the problem. He said the only way to resolve it was to disconnect the gas leading to the stove. He stayed to make sure everything was okay. He was wonderful.

**Dissatisfied Customers: In
Their Own Words**

Among those customers who reported overall dissatisfaction with their recent experience, a number noted **issues with problem resolution**:

- I thought the problem was fixed the first time, but it had to be fixed again, so I am not satisfied because it wasn't fixed the first time. The same problem reoccurred within less than a week.
- I don't think the problem is fully resolved. He left confused. His meter was still reading more gas in the air.
- The guy did his best, but he couldn't pinpoint the problem.

Others reported dissatisfaction because of **service delays**:

- I waited for a long time, and we didn't have heat. It gets cold.
- They were very prompt. The only problem was that at the end, when the service was complete, it took a little while for the person to come back to turn the gas back on.
- From beginning to the end it was a two and a half month time frame. They had to forward me to a foreman or a repair crew once I left the Con Edison call center.

Others reported dissatisfaction because of **construction debris or issues as a result of repairs**:

- My driveway and walkway are still not done. I have disabled family members who visit me. The driveway and walkway are not even and I fear for their safety. It feels as if you are on a rollercoaster. I can live with the driveway, but the walkway needs to be level so no one will get hurt. People walking down the sidewalk are at risk too.
- They ripped up the front of my house and I wanted it all fixed and put back in order quickly. It took them two days to fix the problem.
- There is a lack of responsiveness or interest in what may be considered a dangerous condition. It is still an excavation site with holes in the street and cobblestones with barriers.

Several others reported frustration that **Con Edison did not communicate well with them**:

- After the work was done, Con Edison was supposed to come two hours later and that did not happen. I made one phone call to Con Edison and they said they'd be out here later that evening, but that did not happen by 8:30 pm that night. I called and they told me they would not be able to get out that night and would hopefully be able to address it the following day. I didn't receive a phone call and they just showed up that day. Luckily I was home or I would've been out of gas the whole day.
- He did not explain himself well enough to direct me in the right path to turn on the gas. They kept directing me to different inspectors and representatives. The Con Edison representative told me one thing in person and told me a completely different thing over the phone. When I first met the inspector on the job, he asked me for certain paper work. I faxed it over to him and then I was told I would be called and they didn't call. I finally did call back and had to have a representative come out to inspect the premises once again.
- I would have liked it if someone called to inform me of the problem being solved.

Differences Between Customer Segments

Comparative analyses indicate:

- ✓ Gas Emergency respondents who said they smelled gas and had gas appliance issues are more likely than those who called about non-emergency issues to report overall satisfaction with Con Edison's handling of their problem.
- ✓ Those respondents who rent are more likely than those who own their homes to report overall satisfaction with Con Edison's handling of their problem.
- ✓ Those respondents who received follow-up calls are more likely than those who did not to report overall satisfaction with Con Edison's handling of their problem.

***Satisfaction with
Assistance Center
Service***

This section examines Gas Emergency customers' satisfaction with specific aspects of:

- Their recent Assistance Center contact
- The demeanor exhibited by their Assistance Center telephone representatives

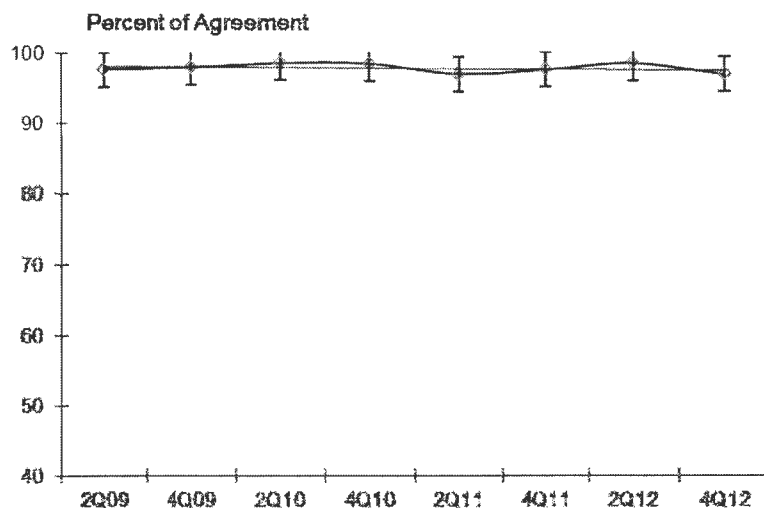
Gas Emergency customers' ratings of their Assistance Center contact reveal:

***Satisfaction with
Assistance Center Contact***

- Most customers—97 percent of those surveyed—report that they were able to speak to a Con Edison telephone representative when they called.
- In 4Q12, approximately 90 percent said that the first person with whom they spoke said he or she would be able to help them.
- Nearly 84 percent of respondents reported that their call was picked up promptly, which reflects an increase from the 2Q12 finding.
- 81 percent noted that their telephone representative explained what would be necessary to resolve the problem, a significant decrease from the 2Q12 finding.

The remainder of this section details the Gas Emergency telephone contact findings.

"I was able to speak to a Con Edison telephone representative when I called."

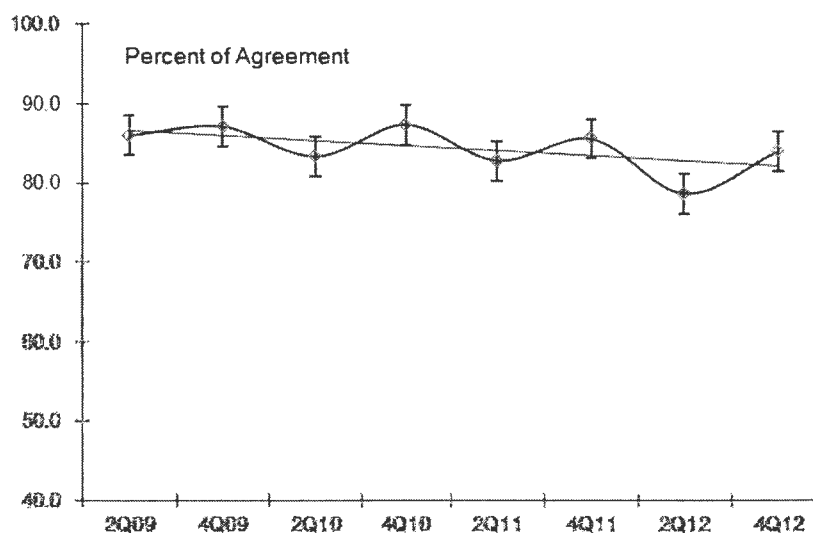


Gas Emergency customer satisfaction with their access to Con Edison telephone representatives remains very high. As indicated, approximately 97 percent of 4Q12 Gas Emergency respondents report that they were able to speak to a telephone representative when they called Con Edison.

Table 3: "I was able to speak to a Con Edison telephone representative when I called."

	System-Wide	Queens	Bronx	Manhat.	Westchester
Percent of Agreement	96.9%	96.0%	98.2%	96.8%	97.4%
Vs. 2Q12	↔	↔	↔	↔	↔

"My call was picked up promptly."

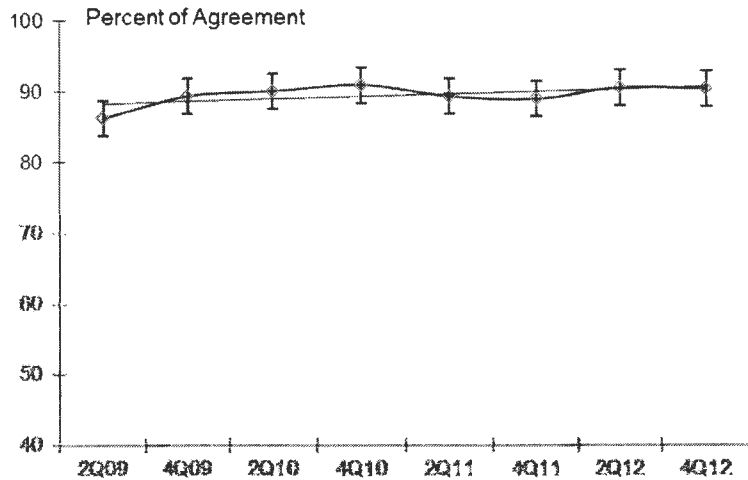


As illustrated, nearly 84 percent of 4Q12 Gas Emergency customers believe that Con Edison picked up their call promptly, a significant increase from the 2Q12 finding. Further, respondents from Westchester are more likely than in 2Q12 to say their call was answered promptly.

Table 4: "My call was picked up promptly."

	System-Wide	Queens	Bronx	Manhat.	Westchester
Percent of Agreement	83.9%	86.7%	83.9%	80.6%	84.8%
Vs. 2Q12	↑	↔	↔	↔	↑

"The first person I spoke with said he or she could help me."



As indicated, roughly 90 percent of 4Q12 Gas Emergency customers reported that the first telephone representative with whom they spoke said that he or she could help them.

Table 5: "The first person I spoke with said he or she could help me."

	System-Wide	Queens	Bronx	Manhat.	West-chester
Percent of Agreement	90.4%	88.0%	93.8%	93.5%	85.4%
Vs. 2Q12	↔	↔	↔	↔	↔

*What Did the Telephone
Representative Say?*

As previously indicated, roughly 90 percent of respondents reported that the first person with whom they spoke said he or she would be able to help. **But, approximately 6 percent of respondents reported that their Assistance Center telephone representative failed to say that he or she could (or would) help.** What did the representative say or do instead?

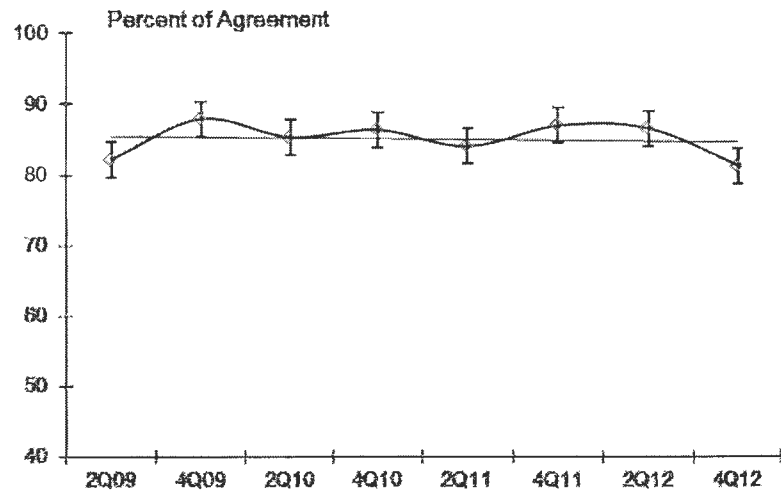
A number of these customers said that **their representative transferred their call to someone who could help:**

- He transferred me to someone else who would be able to help me.
- I was in the wrong section. They had to transfer me to customer service. They said they'd call me back and no one ever called me back.
- They had to direct my call to a different department.
- They gave me a separate phone number to call for emergencies.

Several complained about a **lack of attention to their problem:**

- They told me that they only dealt with residents, not businesses.
- The first person told me it was a problem with my stove. I checked the stove and it wasn't my stove so I had to call back.
- They would take a message and they would open up a work order. I asked how long it would take to have someone come to fix the leak and they didn't know. I said the leak condition has existed since June of this year. I told them that the excavation in front of the house has been opened for that length of time. There doesn't appear to be any conclusion in sight. It still exists and I haven't heard from Con Edison.
- To call another number, but they directed me to the wrong number.

"The Con Edison telephone representative explained what would be necessary to resolve the problem."



In 4Q12, roughly 81 percent of 4Q12 respondents reported that their telephone representative explained what would be necessary to resolve the problem, a significant decrease from the 2Q12 finding. Additionally, Queens respondents are less likely than in 2Q12 to agree.

Table 6: "The Con Edison telephone representative explained what would be necessary to resolve the problem."

	System-Wide	Queens	Bronx	Manhat.	Westchester
Percent of Agreement	81.2%	78.7%	92.0%	79.0%	78.8%
Vs. 2Q12	↓	↓	↔	↔	↔

*What Happened When the
Telephone Representative
Failed to Explain What
Would Be Necessary?*

As indicated on the previous page, roughly 81 percent of respondents report that their telephone representative explained what would be necessary to resolve the problem, a significant decrease from the 2Q12 finding. **Further, 11 percent believe that their telephone representative failed to provide an explanation.** In response to a follow-up probe:

- Roughly 32 percent of these respondents (or approximately 4 percent of all respondents) said their telephone representative offered no explanation at all.
- Roughly 27 percent of these respondents (or 3 percent of all respondents) said their telephone representative provided an incomplete explanation of what would be necessary to resolve the problem.
- Approximately 23 percent of these respondents (or 3 percent of all respondents) said their telephone representative stated that he or she could not provide any explanation of what would be necessary to resolve the problem.

*Satisfaction with Assistance
Center Contact: Differences
Between Customer
Segments*

Comparative analyses indicate:

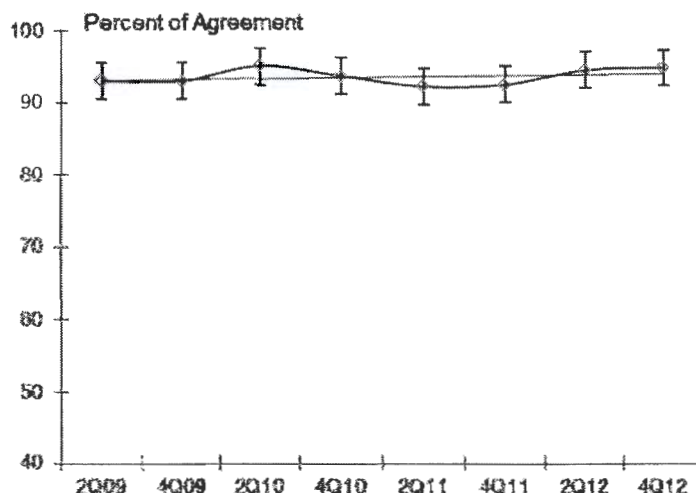
- ✓ Those respondents who received follow-up calls are more likely than those who did not to report that the telephone representative explained what would be necessary to resolve the problem.

**Satisfaction with
Assistance Center
Telephone
Representatives**

The previous section examines customers' perceptions of *what* Con Edison and its Assistance Center telephone representatives did for them. This section examines customers' perceptions of *how* they did it. In other words, this section explores Gas Emergency respondents' impressions of the demeanor exhibited by the Assistance Center telephone representatives with whom they interacted.

In general, the findings detailed across the next several pages are favorable. Most Gas Emergency customers describe their telephone representatives as courteous, concerned, and knowledgeable. The remainder of this section details these findings.

“The Con Edison telephone representative was courteous.”



As shown, approximately 95 percent of 4Q12 respondents reported that their telephone representative was courteous.

Table 7: “The Con Edison telephone representative was courteous.”

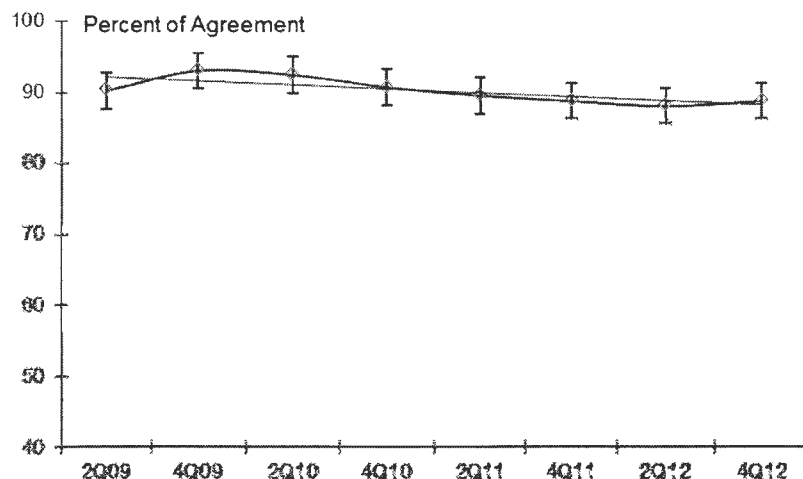
	System-Wide	Queens	Bronx	Manhat.	Westchester
Percent of Agreement	94.8%	94.7%	95.5%	93.5%	96.7%
Vs. 2Q12	↔	↔	↔	↔	↔

In Their Own Words

Typical comments from the few respondents who believe their telephone representative was *not* courteous:

- Basically said it’s not their problem. They will show up when they show up.
- Evasive, patronizing, temperamental, and abrupt. They were completely of no help. This has been the fourth or fifth representative that has called about this problem from Con Edison. The results have been the same. Inconclusive and no actions. Rude. The condition is a live gas leak in front of my house in the street and it has been like this for six months.
- The person said things over and over like a broken tape recorder.
- When I told her my problem, her only answer was that they did not send people out to light ovens. I am a senior citizen, my husband is too, and we are not able to do the task. There is very little heat in my home and my health conditions disable me. A little harsh.

"The Con Edison telephone representative was concerned about my problem."



As indicated, roughly 89 percent of respondents believe that their Assistance Center telephone representative showed concern for their problem.

Table 8: "The Con Edison telephone representative was concerned about my problem."

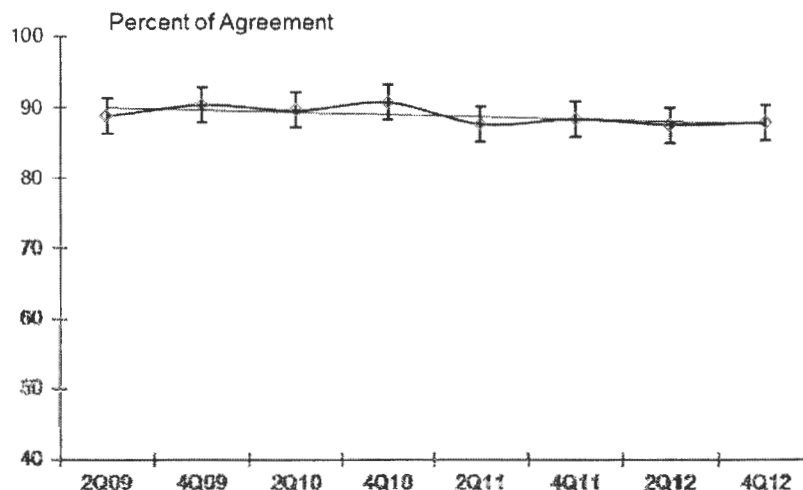
	System-Wide	Queens	Bronx	Manhat.	Westchester
Percent of Agreement	88.7%	88.0%	92.9%	87.1%	88.7%
Vs. 2Q12	↔	↔	↔	↔	↔

In Their Own Words

Typical comments from respondents who believe their telephone representative was *not* concerned:

- I did not like the fact that they were rushing to get off the phone. He told me to wait for my case manager. They gave me the runaround to get me off the phone. I did not appreciate that.
- I had already spoken to two or three other people and I wasn't getting the right information. No one was helping me with my problem. They kept telling me to call a plumber because I'd already talked to my super and he said that I just needed to call someone to have the meter turned back on. I eventually had to have my super call because I couldn't get anyone to help and then they fixed it.
- They were very indifferent to my needs, saying okay we will take care of it, and were very indifferent to my problem.

"The telephone representative who handled my problem seemed knowledgeable."



As reflected, approximately 88 percent of 4Q12 Gas Emergency respondents perceived a high level of knowledge among their Assistance Center telephone representatives.

Table 9: "The telephone representative who handled my problem seemed knowledgeable."

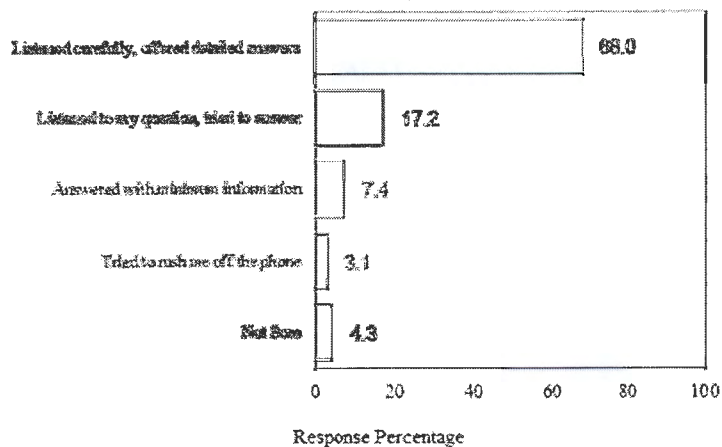
	System-Wide	Queens	Bronx	Manhat.	Westchester
Percent of Agreement	87.8%	86.7%	94.6%	85.5%	87.4%
Vs. 2Q12	↔	↔	↔	↔	↔

In Their Own Words

Typical comments from respondents who believe their telephone representative was *not* knowledgeable:

- First they told me National Grid is my gas carrier, but I found out that it's not. Con Edison is my carrier. Then I asked them what high voltage meant and what was my concern and they didn't give an answer because they didn't want to give me the wrong information.
- She was sending a crew, but couldn't tell me what was going on.
- Nobody could tell me anything. Nobody could explain anything. It seemed like they had multiple systems and everything was going into several databases. Not only was I calling, but I had a contractor take care of the problem. The project was filed by fax and email. When you call the office, they don't call back, and it took them a very long time to turn on the gas. It took an inspector two or three days to come out so I could get the gas turned back on.

"The person who answered the phone..."

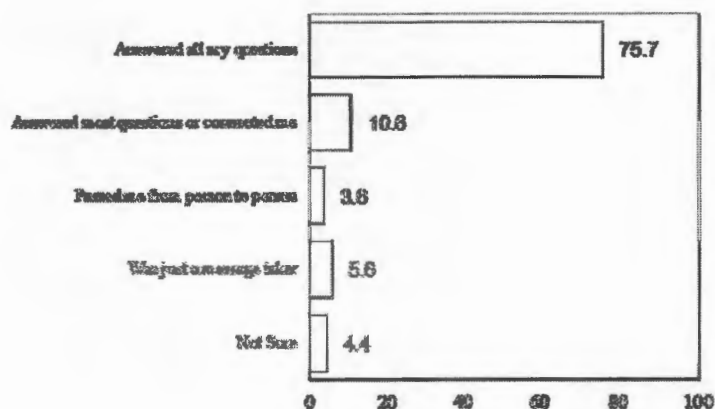


In 4Q12, roughly 85 percent of respondents believe their telephone representative modeled a customer-focused orientation by, at minimum, listening to their question and trying to answer it satisfactorily. However, approximately 11 percent believe that their telephone representative offered minimal information and a less-than-helpful attitude.

Table 10: "Thinking again about the telephone representative's concern about your problem, which of these descriptions best describes your experience?"

	System-Wide	Queens	Bronx	Manhat.	West-chester
The person listened carefully, asked questions for clarification, and offered detailed, helpful information.	68.0%	65.3%	75.0%	69.4%	62.9%
The person listened to my question and tried to answer it to my satisfaction.	17.2%	18.7%	14.3%	14.5%	22.5%
The person answered my question with the minimum information and a cool attitude.	7.4%	8.0%	5.4%	8.1%	7.3%
The person acted as if I was bothering him or her and tried to rush me off the phone.	3.1%	1.3%	2.7%	4.8%	4.0%
Satisfied (top 2 rows) Vs. 2Q12	↔	↔	↔	↔	↔

"The person who answered the phone..."

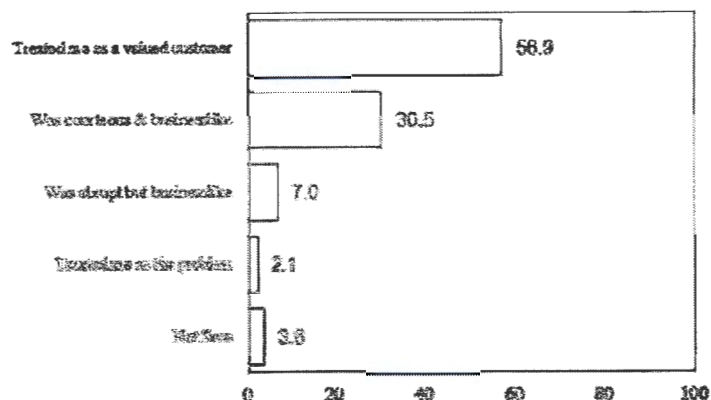


As shown, roughly 86 percent of respondents reported that the telephone representative who answered the phone was able to answer all or most of their questions or could refer them to the appropriate person. Roughly 9 percent suggested that they were not able to readily access someone who could answer their questions.

Table 11: "Which of the following descriptions best matches your experience?"

	System-Wide	Queens	Bronx	Manhat.	West-chester
The person answered all my questions.	75.7%	74.7%	80.4%	75.8%	72.8%
The person answered most questions or connected me with someone who could.	10.6%	9.3%	7.1%	12.9%	12.6%
I got passed from person to person. Eventually I got an answer from someone.	3.6%	6.7%	6.3%	0.0%	1.3%
The person was just a message-taker. Someone had to call me back later.	5.6%	4.0%	2.7%	8.1%	7.3%
Satisfied (top 2 rows) Vs. 2Q12	↔	↔	↔	↔	↔

“The person who answered
the phone...”



In 4Q12, approximately 87 percent of respondents reported that their telephone representative treated them as a valued customer or was courteous and businesslike. Roughly 9 percent of respondents noted less-than-favorable handling.

Table 12: “Which of these descriptions best describes the way the Con Edison telephone representative treated you overall?”

	System-Wide	Queens	Bronx	Manhat.	West-chester
The person treated me as a valued customer.	58.9%	54.7%	73.2%	53.2%	51.0%
The person was very courteous and businesslike.	30.5%	32.0%	18.8%	32.3%	36.4%
The person was abrupt but businesslike.	7.0%	4.0%	4.5%	11.3%	7.3%
The person treated me as if I were the problem.	2.1%	2.7%	2.7%	1.6%	1.3%
Satisfied (top 2 rows) Vs. 2Q12	↔	↔	↔	↔	↔

Comparative analyses indicate:

- ✓ Gas Emergency respondents who smelled gas are more likely than those with heating or hot water issues to report that their telephone representative was courteous.
- ✓ Gas Emergency respondents who called about heating or hot water issues are less likely than all others to report that their telephone representative was concerned.
- ✓ Low-income respondents are more likely than high-income respondents to report that the representative who handled their problem was knowledgeable.
- ✓ Those respondents who rent their homes are more likely than those who own to report that the representative who handled their problem was knowledgeable.
- ✓ Those respondents who recall receiving a follow-up call are more likely than those who did not to report that the representative treated them with concern and was knowledgeable.

Satisfaction with On-Site Service

Of those who called Con Edison about a gas emergency, approximately 93 percent reported that Con Edison sent a field representative out to investigate the problem. Based on their responses, this section examines Gas Emergency customers' satisfaction with specific aspects of:

- Their recent on-site service contact
- The demeanor exhibited by their on-site field representative

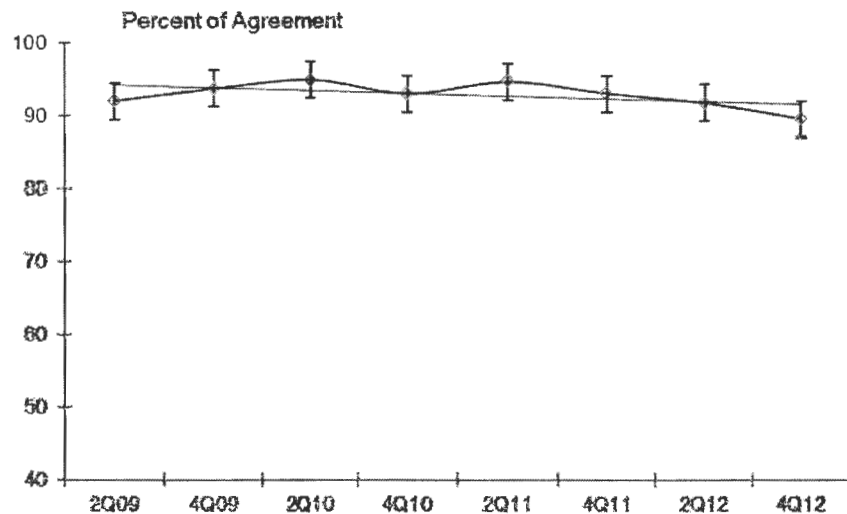
Satisfaction with On-Site Service Contacts

Gas Emergency customers' ratings of their on-site service contacts reveal:

- In 4Q12, 90 percent of respondents are satisfied with the speed of Con Edison's efforts to address their problem.
- Approximately 83 percent report that their field representative was able to clearly resolve their problem and 74 percent said they did so within four hours, a significant decrease from the 2Q12 finding.
- Further, only 15 percent recall receiving a follow-up telephone call from Con Edison.

The remainder of this section details the on-site service contact findings.

"The Con Edison field representative came out within a reasonable period of time."

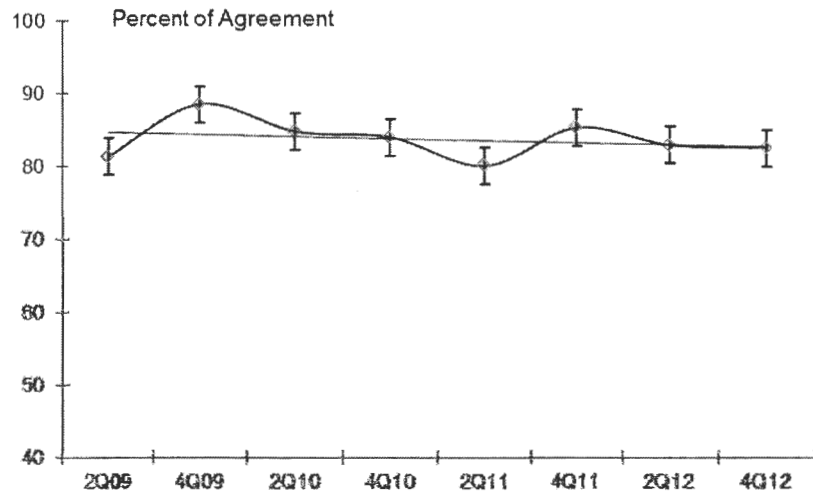


As shown, approximately 90 percent of 4Q12 Gas Emergency respondents were pleased with the amount of time it took for their field representative to arrive.

Table 13: "The Con Edison field representative came out within a reasonable period of time."

	System-Wide	Queens	Bronx	Manhat.	Westchester
Percent of Agreement	89.5%	91.0%	89.7%	85.7%	93.6%
Vs. 2Q12	↔	↔	↔	↔	↔

"The field representative was able to clearly resolve my problem."

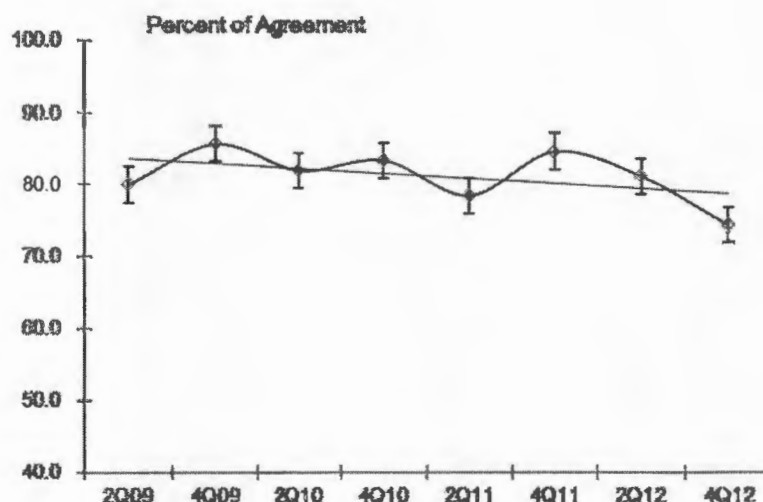


In 4Q12, approximately 83 percent of Gas Emergency customers reported that their field representative was able to clearly resolve their problem.

Table 14: "The field representative was able to clearly resolve my problem."

	System-Wide	Queens	Bronx	Manhat.	West-chester
Percent of Agreement	82.5%	80.6%	88.8%	82.1%	80.0%
Vs. 2Q12	↔	↔	↔	↔	↔

Among those with resolved problems (83%): "My problem was resolved within four hours of the time I called Con Edison."



Among those who reported that their field representative had resolved their problem, approximately 74 percent indicated that the work was finished within four hours of their call to Con Edison, a significant decrease from the 2Q12 finding. Additionally, respondents from Queens and the Bronx are less likely than in 2Q12 to offer favorable ratings.

Table 15: "My problem was resolved within four hours of the time I called Con Edison."

	System-Wide	Queens	Bronx	Manhat.	Westchester
Percent of Agreement	74.3%	67.2%	76.8%	82.6%	70.1%
Vs. 2Q12	↓	↓	↓	↔	↔

Among those with **unresolved problems** (14%): "In what way was the problem not resolved by the field representative's visit to your home?"

As previously noted, approximately 83 percent of respondents reported that the field representative resolved their problem. **However, roughly 14 percent claimed that Con Edison left their problem unresolved.** Interviewers asked this group of respondents to elaborate.

A number of these customers said that **Con Edison was not able to completely and efficiently resolve their issue:**

- At first there were two problems. The first problem was a smell outside the house and then they said they wanted to come into the house to investigate the basement. They said there was a leak in the house and they would fix it the same day. They would have to come back with construction people and fix the problem outside. The outside has been resolved, but the inside has not been. They have to come back again and do the repair because it was not fixed properly.
- Con Edison sent someone to look at the electric meter. The problem was with my gas meter. It was also clear on my bill that my gas usage had spiked considerably. Eventually the gas people came and it was resolved. The electric people had to call the gas people when they arrived and the gas people came out the same day.
- He removed my meter without properly explaining why he had removed a meter from where there was no gas leak, according to him, on a gas line that had been locked for a year. Why did the meter smell like gas? Why did my gas leak detector detect gas? If there was nothing wrong with the line, why was the meter removed? How much money is it going to cost me to replace the meter? Now I have to get a plumber to show up at the same time as Con Edison and the building inspector.

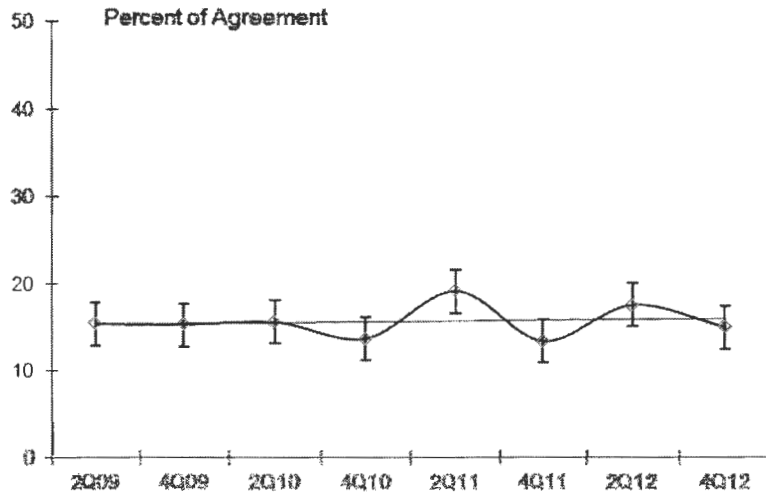
Some customers reported that **the problem was not Con Edison's responsibility:**

- He couldn't repair the stove so he red tagged it. He was more than efficient, explained everything very thoroughly, and told me what to do. He did everything that was humanly possible on his behalf.
- He said the leak is from the gas stove and that's not Con Edison's problem. Con Edison's concentration was Con Edison's gas pipes, not the gas stove.
- He came and did the inspection, but couldn't do the work. He wasn't the technician.

Among those with **unresolved problems** (14%): "Did the Con Edison field representative give you a satisfactory explanation of why they could not handle your problem for you?"

To the relatively small segment who claimed that Con Edison left their problem unresolved, interviewers asked whether their field representative had offered a satisfactory explanation. The results: roughly 47 percent (6 percent of all respondents) of those with unresolved problems said the field representative offered a satisfactory explanation. However, nearly 36 percent (about 5 percent of all respondents) indicated that the field representative did not sufficiently explain why Con Edison could not handle the problem.

"I received a call from Con Edison shortly after I reported the problem indicating the problem was resolved and asking me whether I still had a problem to report."



In 4Q12, 15 percent of respondents recalled receiving a follow-up call from Con Edison.

Table 16: "I received a call from Con Edison shortly after I reported the problem indicating the problem was resolved and asking me whether I still had a problem to report."

	System-Wide	Queens	Bronx	Manhat.	Westchester
Percent of Agreement	15.0%	16.0%	23.2%	11.3%	11.3%
Vs. 2Q12	↔	↔	↔	↔	↔

*Satisfaction with On-Site
Contacts: Differences
Between Customer
Segments*

Comparative analyses indicate:

- ✓ Gas Emergency respondents who called about a gas leak repair are more likely than those with non-emergency issues to report that their field representative came out within a reasonable period of time.
- ✓ Gas Emergency respondents who smelled gas are more likely than all others to report that their problem was resolved within 4 hours.
- ✓ Those who rent are more likely than those who own their homes to report that their problem was resolved within 4 hours.
- ✓ Asian/Pacific Islander respondents are less likely than all others to report that their problem was resolved within 4 hours.
- ✓ Younger respondents are more likely than older respondents to report that their field representative solved their problem.
- ✓ Lower-income respondents are more likely than higher-income respondents to report that they received a call confirming the problem was resolved.

**Satisfaction with On-Site
Field Representatives**

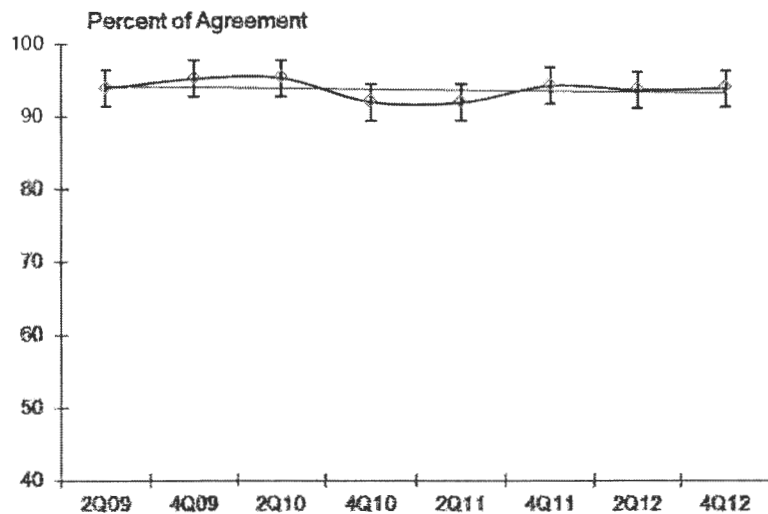
The previous section examines customers' perceptions of *what* Con Edison and its field representative did for them. This section examines customers' perceptions of *how* they did it. In other words, this section explores Gas Emergency respondents' impressions of the demeanor exhibited by the on-site field representatives with whom they interacted.

Gas Emergency customers' ratings of their satisfaction with their on-site field representative continue to reveal highly favorable perceptions:

- At least 89 percent of respondents agree that their service person was courteous, concerned, and knowledgeable.

The remainder of this section details these findings.

"The field representative
was courteous."

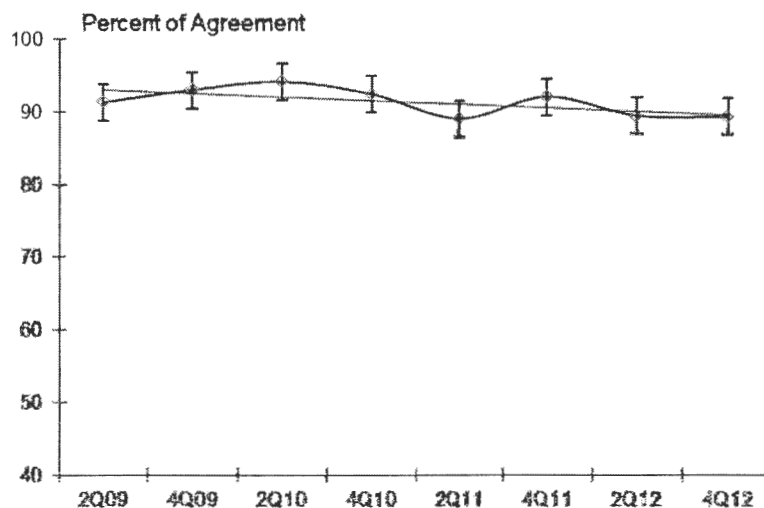


As indicated, nearly 94 percent of 4Q12 Gas Emergency respondents are satisfied with the courtesy demonstrated by their field representative.

Table 17: "The field representative was courteous."

	System-Wide	Queens	Bronx	Manhat.	West-chester
Percent of Agreement	93.8%	95.5%	90.7%	94.6%	92.1%
Vs. 2Q12	↔	↔	↔	↔	↔

"The field representative seemed concerned about my problem."

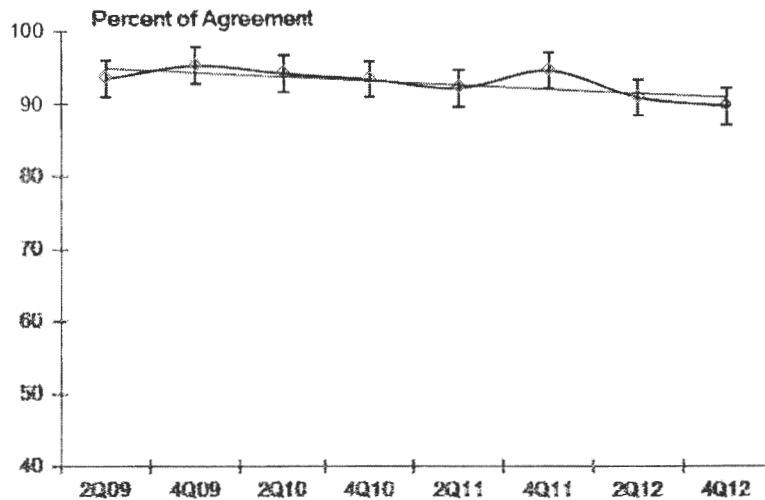


In 4Q12, roughly 89 percent of respondents reported that their field representative seemed concerned about their problem.

Table 18: "The field representative seemed concerned about my problem."

	System-Wide	Queens	Bronx	Manhat.	West-chester
Percent of Agreement	89.2%	86.6%	89.7%	91.1%	90.0%
Vs. 2Q12	↔	↔	↔	↔	↔

"The field representative who handled my problem seemed knowledgeable."



As indicated, nearly 90 percent of Gas Emergency respondents are pleased with the competence of their field representatives.

Table 19: "The field representative who handled my problem seemed knowledgeable."

	System-Wide	Queens	Bronx	Manhat.	Westchester
Percent of Agreement	89.7%	86.6%	92.5%	91.1%	90.0%
Vs. 2Q12	↔	↔	↔	↔	↔

Satisfaction with On-Site Field Representatives: Differences Between Customer Segments

Comparative analyses indicate:

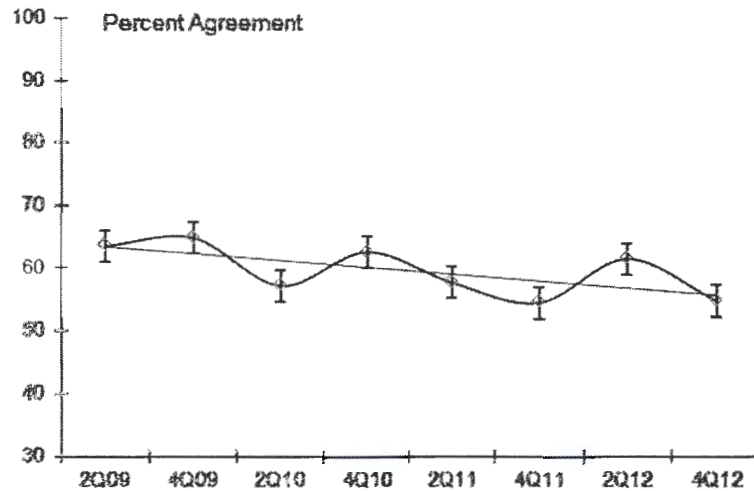
- ✓ Gas Emergency respondents who called about smelling gas and meter problems are more likely than those with non-emergency issues to report that their field representative was courteous and concerned.
- ✓ Gas Emergency respondents who called about non-emergency and heating or hot water issues are less likely than all others to report that their field representative was knowledgeable.
- ✓ Those who rent are more likely than those who own their homes to report that their field representative was knowledgeable.

- ✓ Asian/Pacific Islander respondents are less likely than all others to report that the field representative was knowledgeable.
- ✓ Those respondents who recall receiving a follow-up call are more likely than those who did not to report that the field representative was knowledgeable.

Service Benchmarks

How favorably does Con Edison's service compare to the service that other organizations provide? To explore this issue, the survey asked Gas Emergency respondents to compare Con Edison with other service providers.

"Con Edison provides better service than Verizon."

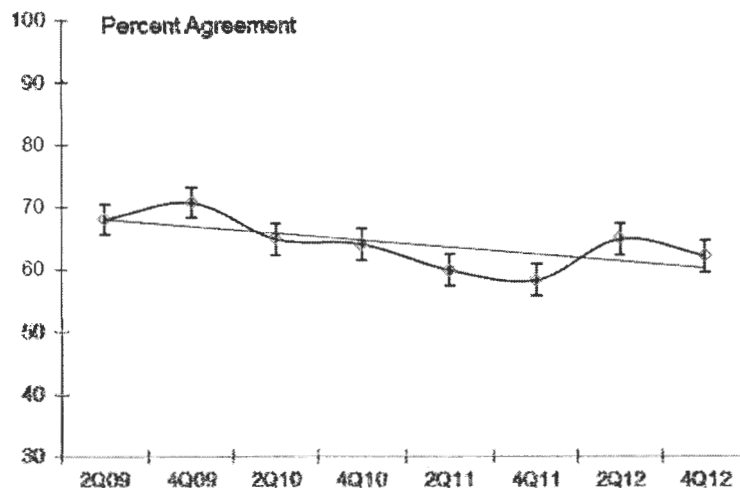


As shown, roughly 55 percent of Gas Emergency respondents believe that Con Edison provides better service than Verizon, a significant decrease from the 2Q12 finding. Further, respondents from the Bronx are significantly less likely than in 2Q12 to compare Con Edison's service favorably to that of Verizon.

Table 20: "Con Edison provides better service than Verizon."

	System-Wide	Queens	Bronx	Manhat.	West-chester
Percent of Agreement	54.7%	58.7%	53.6%	51.6%	53.6%
Vs. 2Q12	↓	↔	↓	↔	↔

"Con Edison provides better service than my local cable TV company."

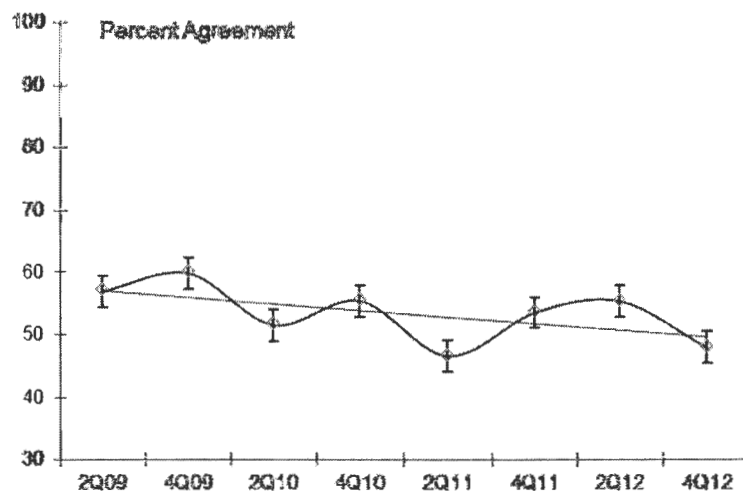


In 4Q12, roughly 62 percent of respondents believe that Con Edison provides better service than their local cable TV company. Additionally, respondents from the Bronx are significantly less likely than in 2Q12 to compare Con Edison's service favorably to that of their local cable TV company.

Table 21: "Con Edison provides better service than my local cable TV company."

	System-Wide	Queens	Bronx	Manhat.	Westchester
Percent of Agreement	62.1%	66.7%	54.5%	64.5%	56.3%
Vs. 2Q12	↔	↔	↓	↔	↔

"Con Edison provides better service than local tradesmen such as plumbers and electricians."

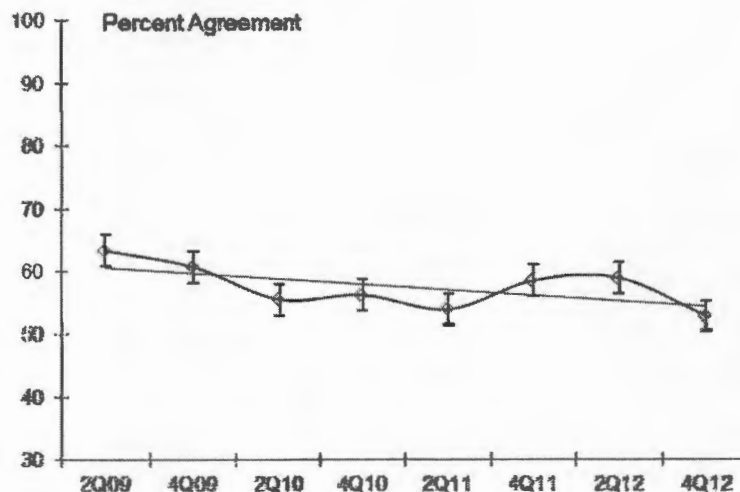


As shown, roughly 48 percent of respondents report that Con Edison provides better service than local plumbers and electricians, a significant decrease from the 2Q12 finding. Further, respondents from Queens are significantly less likely than in 2Q12 to compare Con Edison's service favorably to that of their local tradesmen.

Table 22: "Con Edison provides better service than local tradesmen such as plumbers and electricians."

	System-Wide	Queens	Bronx	Manhat.	West-chester
Percent of Agreement	47.9%	49.3%	51.8%	45.2%	58.9%
Vs. 2Q12	↓	↓	↔	↔	↔

"Con Edison provides better service than credit card companies such as Visa or MasterCard."

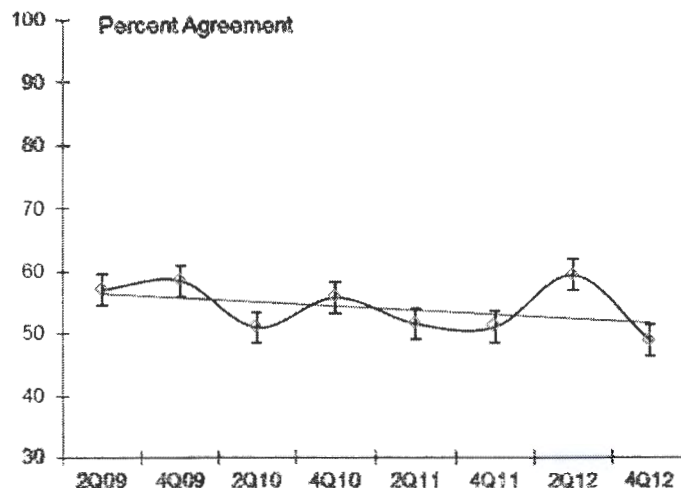


As shown, roughly 53 percent of respondents believe that Con Edison provides better service than credit card companies, a significant decrease from the 2Q12 finding. Additionally, respondents from Queens and the Bronx are significantly less likely to compare Con Edison's services favorably to that of credit card companies.

Table 23: "Con Edison provides better service than credit card companies such as Visa or MasterCard."

	System-Wide	Queens	Bronx	Manhat.	Westchester
Percent of Agreement	52.9%	56.0%	51.8%	53.2%	47.0%
Vs. 2Q12	↓	↓	↓	↔	↔

"Con Edison provides better service than stores that deliver and install merchandise."



As shown, roughly 49 percent of respondents believe that Con Edison provides better service than stores that deliver and install merchandise, a significant decrease from the 2Q12 finding. Respondents from Queens, the Bronx, and Manhattan are significantly less likely than in 2Q12 to offer favorable responses.

Table 24: "Con Edison provides better service than stores that deliver and install merchandise."

	System-Wide	Queens	Bronx	Manhat.	West-chester
Percent of Agreement	48.9%	54.7%	48.2%	43.5%	48.3%
Vs. 2Q12	↓	↓	↓	↓	↔

*Benchmarks: Differences
Between Customer
Segments*

Comparative analyses indicate:

- ✓ Gas emergency respondents who smelled gas are more likely than those who had meter problems to compare Con Edison's service more favorably to that of their local cable company.
- ✓ Asian/Pacific Islander respondents are more likely than Caucasian respondents to compare Con Edison's service favorably to the service of stores that deliver and install merchandise.
- ✓ Lower-income respondents are more likely than higher-income respondents to compare Con Edison's service favorably to the service of their local telephone company, local tradesmen, and credit card companies.
- ✓ Those respondents who recall receiving a follow-up call are more likely than those who did not to report that Con Edison provided better service than their local telephone company, local tradesmen, credit card companies, and stores that deliver and install merchandise.

Sample Composition

This section details the composition of the 4Q12 Gas Emergency respondent sample.

"What exactly was the nature of the problem you had with your gas?"

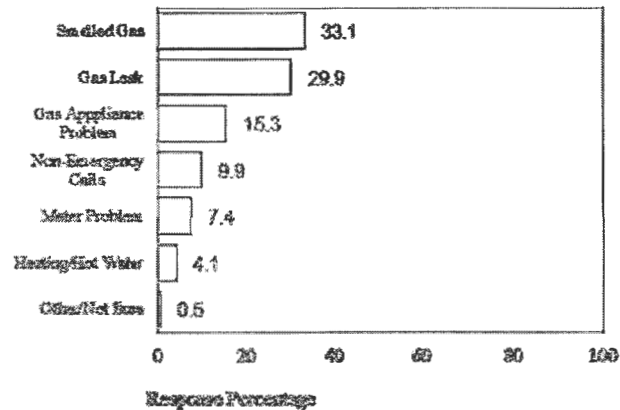


Table 25: "What exactly was the nature of the problem you had with your gas?"

	System-Wide	Queens	Bronx	Manhat.	West-chester
Smelled gas	32.3%	25.3%	30.4%	38.7%	36.4%
Needed gas leak repair	29.2%	30.7%	28.6%	24.2%	37.1%
Gas app. Problem	14.9%	12.0%	11.6%	21.0%	12.6%
Non-emergency calls*	9.7%	13.3%	11.6%	6.5%	6.6%
Meter problems	7.2%	9.3%	11.6%	4.8%	2.6%
Heating/Hot Water	4.0%	4.0%	3.6%	4.8%	2.6%
Other/Not sure	2.6%	5.3%	2.7%	0.0%	2.0%

*Non-emergency calls include electrical repairs, billing issues, gas turn on / shut-off, etc.

Table 26: Demographic Breakouts

Demographic Type	Demographic	Percentage
Home Ownership	Own	50.0%
	Rent	38.3%
	Don't Know/Refused	11.8%
Age	18-25	5.3%
	26-35	16.8%
	36-45	20.0%
	46-55	17.5%
	56-65	14.0%
	Over 65	13.8%
	Don't Know/Refused	12.8%
Race	African-American	13.5%
	Caucasian	42.0%
	Hispanic/Latino	15.3%
	Asian/Pacific Islander	6.8%
	Native American	1.3%
	Other	7.0%
	Don't Know/Refused	14.3%
Income	Less than \$20K	8.0%
	\$20K to 50K	16.0%
	\$50K to 75K	11.3%
	\$75K to 100K	6.5%
	\$100K or more	17.3%
	Don't Know/Refused	41.0%
Borough	Queens	18.8%
	Bronx	28.0%
	Manhattan	15.5%
	Westchester	37.8%

Summary

Study overview:

- Survey data collected by telephone in December 2012 and early January 2013
- 400 interviews with Gas Emergency customers

Customers' Satisfaction with Recent Contacts

- **Customer Contact Satisfaction Index.** Based on the satisfaction ratings of Gas Emergency customers who interacted with both Assistance Center telephone representatives and field representatives, the research team calculated the Gas Emergency CCSI. In 4Q12, the Gas CCSI improved significantly and exceeds the PSC target by 3.7 points.

	4Q12 CCSI	Vs 2Q12	PSC Target
Gas Emergency	91.8	+1.3	88.1

- **Rating of Satisfaction with Recent Service.** Approximately 82 percent of Gas Emergency customers are satisfied with their recent service contact. When asked to rate Con Edison's overall handling of their problem, nearly 67 percent described themselves as *very* satisfied and approximately 15 percent described themselves as *somewhat* satisfied.

Factors that Drive Overall Satisfaction and the CCSI

- **Satisfaction with Assistance Center Contacts.** The survey measures customer satisfaction with the Assistance Center *contact (C)*, and with the demeanor of the Assistance Center *telephone representative (R)*. The following table lists the highest- to lowest-rated Assistance Center-related survey items. Additionally, the column on the far right compares the current findings with the 2Q12 findings.

Gas: Assistance Center-Related Survey Items	% Agree	Vs. 2Q12
I was able to speak to a Con Edison telephone representative when I called. (C)	96.9%	⇔
The Con Edison telephone representative was courteous. (R)	94.8%	⇔
The first person I spoke with said he or she would be able to help me. (C)	90.4%	⇔
The Con Edison telephone representative was concerned about my problem. (R)	88.7%	⇔
The telephone representative who handled my problem seemed knowledgeable. (R)	87.8%	⇔
My call was picked up promptly. (C)	83.9%	↑
The Con Edison telephone representative explained what would be necessary to resolve the problem. (C)	81.2%	↓

As indicated, Gas Emergency customers are satisfied with most aspects of their Assistance Center contact, with more than 90 percent reporting satisfaction with their ability to speak to a representative, their telephone representative's courtesy, and the ability of the first representative to help them. Nearly 84 percent of respondents reported that their call was picked up promptly, a significant increase from the 2Q12 finding. However, the 81 percent who agree that their representative explained what was necessary to resolve the problem represents a significant decrease from the 2Q12 finding.

- **Satisfaction with On-Site Service.** Among all of the respondents who called about a gas emergency, approximately 93 percent reported that Con Edison sent a field representative out to investigate the problem. The survey measured these customers' impressions of the on-site service *contact* (C) and the demeanor of the on-site *field representative* (R). The following table lists the highest- to lowest-rated on-site service-related survey items. Additionally, the column on the far right compares the current findings with the 2Q12 findings.

Gas Emergency: On-Site Service-Related Survey Items	% Agree	Vs. 2Q12
The field representative was courteous. (R)	93.8%	↔
The Con Edison field representative came out in a reasonable period of time. (C)	89.5%	↔
The field representative who handled my problem seemed knowledgeable. (R)	89.7%	↔
The field representative seemed concerned about my problem. (R)	89.2%	↔
The field representative was able to clearly resolve my problem. (C)	82.5%	↔
(Among those with "resolved" problems) My problem was resolved within four hours of the time I called Con Edison. (C)	74.3%	↓
I received a call from Con Edison shortly after I reported the problem indicating the problem was resolved and asking me whether I still had a problem to report. (C)	15.0%	↔

In 4Q12, Gas Emergency callers are highly satisfied with their field representative's courtesy, knowledge, and concern. They are also very pleased that their field representative came out in a reasonable time. While approximately 83 percent believe their field representative resolved their problem, roughly 74 percent of these respondents said their problem was not resolved within four hours, a significant decrease from the 2Q12 finding. Additionally, only 15 percent recall receiving a follow-up call.



About the CCSI Score

The Gas Emergency Survey contains a variety of questions that measure customers' satisfaction with their recent contacts and the service provided by the telephone representatives with whom they interacted. CRA computes the CCSI based on responses to ten of these questions. The CCSI is a stable and reliable measure. Because it is a "composite" measure (meaning that it reflects customers' responses to multiple questions), the CCSI is highly resistant to random error.

Conclusions and Recommendations

Based on its review and interpretation of the 4Q12 findings, the research team offers the following conclusions and recommendations:

1. Among those who describe themselves as “very satisfied” with Con Edison’s overall handling of their recent emergency, the average CCSI is 96.7, a highly favorable level. But among those who are only “somewhat satisfied,” the average CCSI is 85.9, which falls short of the PSC target by 2.2 points. As in previous studies, this finding underlines the need for Con Edison and its employees to orient themselves to providing “premier” service, as opposed to merely adequate service.
2. In 4Q12, Gas Emergency callers are less likely than in 2Q12 to say that their telephone representative could explain what was necessary to resolve their problem. Equipping representatives with sufficient detail and up-to-date information should serve to reverse this decline. Further, this should serve to enhance perceptions of telephone representative knowledge, which is highly correlated with the Gas CCSI.
3. The Gas Emergency CCSI improved significantly and remains above the PSC target. To help the Company further enhance perceptions of its service, CRA has conducted advanced analyses. The results suggest where to target improvement efforts in order to “maximize the return on investment.” The table on the following page outlines CRA’s suggestions regarding the areas on which Con Edison may wish to focus.

**Gas
Emergency**

Con Edison and its employees can leverage overall satisfaction by focusing on...

System-wide	Effectively solving customer problems ¹⁴
	Demonstrating knowledge when handling customer problems ⁹
	Demonstrating concern when handling customer problems ⁸
Queens	Demonstrating knowledge when handling customer problems ⁹
	Effectively solving customer problems ¹⁴
Bronx	Effectively solving customer problems ¹⁴
	Demonstrating concern when handling customer problems ⁸
Manhattan	Demonstrating concern when handling customer problems ⁸
	Demonstrating knowledge when handling customer problems ⁹
	Effectively solving customer problems ¹⁴
Westchester	Effectively solving customer problems ¹⁴
	Demonstrating concern when handling customer problems ⁸
	Effectively communicating what is necessary to resolve customer issues ⁶

The number in superscript refers to the corresponding table in the body of the report.

Appendix: Survey Questions

Survey Questions

The following section lists the questions asked in the Gas Emergency Survey to produce the findings presented in this report.

Overall Satisfaction

- ✓ Overall, how satisfied were you with the way your problem was handled by Con Edison? Were you very satisfied, somewhat satisfied, not very satisfied, or not at all satisfied?
- ✓ Why do you feel that way?

Satisfaction with Assistance Center Service

- **Contact**
 - ✓ Were you able to speak to a Con Edison representative when you called?
 - ✓ Was your call to Con Edison about this problem picked up promptly, or did you have to let the phone ring for a long time?
 - ✓ When you called Con Edison about this problem, did the first person you spoke to tell you he or she would be able to help you?
 - ✓ [If no] More specifically, what did the first person you spoke with tell you?
 - ✓ Did the Con Edison telephone representative explain what would be necessary to resolve the problem?
 - ✓ [If no] Would you say the Con Edison telephone representative (a) provided an incomplete explanation of what would be necessary, (b) told you directly that he or she could not provide any explanation of what would be necessary to resolve the problem, or (c) offered no explanation at all?
- **Telephone representative**
 - ✓ The Con Edison telephone representative was courteous.
 - ✓ [If "disagree"] Can you tell me specifically what the Con Edison telephone representative did or said that made you feel he or she wasn't courteous?
 - ✓ The Con Edison telephone representative was concerned about my problem.
 - ✓ [If "disagree"] Can you tell me specifically what the Con Edison telephone representative did or said that made you feel he or she wasn't concerned about your problem?
 - ✓ The telephone representative who handled my problem seemed knowledgeable.
 - ✓ [If "disagree"] Can you tell me specifically what the Con Edison telephone representative did or said that made you feel he or she wasn't knowledgeable?
 - ✓ Thinking again about the telephone representative's concern about your problem, which of these descriptions best describes your experience? The person who answered the phone: (1) acted as if I was bothering him or her and tried to rush me off the phone; (2) answered my question with

the minimum information. His or her attitude was cool and neutral; (3) listened to my questions and tried to answer it to my satisfaction; or (4) listened carefully, asked questions to be sure he or she understood, and offered detailed answers and helpful information.

- ✓ Again which of the following descriptions best matches your experience: (1) The person who answered the phone was just a message-taker. Someone had to call me back later; (2) I got passed from person to person. Eventually I got an answer from someone; (3) The person who answered the phone answered most questions and, when he or she was unable to help, immediately connected me to someone who could; or (4) The person who answered the phone answered all my questions.
- ✓ Which of these descriptions best describes the way the Con Edison telephone representative treated you overall? The person who answered the phone: (1) treated me as if I were the problem; (2) was abrupt but business-like; (3) was very courteous and business-like; or (4) treated me as a valued customer.

Satisfaction with On-Site Service

• **Contact**

- ✓ Did Con Edison send a field representative out to investigate the problem with your gas service?
- ✓ Do you feel that the Con Edison field representative came out within a reasonable period of time?
- ✓ Was the field representative able to clearly resolve your problem?
- ✓ [If no] Can you tell me more...In what way was the problem not resolved by the field representative's visit to your home?
- ✓ Did the Con Edison field representative give you a satisfactory explanation of why they could not handle your problem for you?
- ✓ Was your service problem resolved within 4 hours of the time you called Con Edison, or did it take longer than 4 hours?
- ✓ Did you receive a call from Con Edison shortly after you reported the problem indicating that the problem was resolved and asking you whether you still had a problem you wished to report?

- **Field representative**

- ✓ The field representative was courteous.
- ✓ The field representative who handled my problem seemed knowledgeable.
- ✓ The field representative seemed concerned about my problem.

Service Benchmarks

I'm going to read a list of some companies that you might contact for a service visit or with a question about your service. For each one that I name, I'd like to know if Con Edison provides better service or whether Con Edison provides worse service than that company. If you do not have experience with a particular company, I'd like to know how you expect the two would compare. Use a scale from "1" to "7," where "1" means "Con Edison is much worse" and "7" means "Con Edison is a lot better" than the other company.

- ✓ Your local telephone company, Verizon
- ✓ Your local cable TV company
- ✓ Local tradesmen such as plumbers and electricians
- ✓ Credit card companies such as Visa or MasterCard
- ✓ Stores that deliver and install merchandise

Demographic Questions

- ✓ What exactly was the nature of the problem you had with your gas?
- ✓ Do you own or rent the premises to which service is provided under this account?
- ✓ What is your age?
- ✓ Which of the following categories best reflects your ethnic background? African American; Caucasian; Hispanic/Latino; Asian/Pacific Islander; Native American; or Other.
- ✓ Would you please tell me which of the following categories best reflects the total annual income of everyone in your household? Less than \$20,000; \$20-49,999; \$50-74,999; \$75-99,999; \$100,000 or more.