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July 10, 2014

*Via Electronic Mail*

Hon. Kathleen H. Burgess, Secretary  
New York State Public Service Commission  
Three Empire State Plaza  
Albany, New York 12223-1350

Re: Case 13-G-0031 – Consolidated Edison Company of New York, Inc.  
– Gas Rates (Customer Satisfaction Survey – Emergency Calls)

Dear Secretary Burgess:

Enclosed for filing in the referenced proceeding is a report on customer satisfaction with the handling by Consolidated Edison Company of New York, Inc. (“Con Edison”) of calls to its Gas Emergency Response Center during the second quarter of 2014. Under the gas rate plan established by the Commission’s February 21, 2014 order in Case 13-G-0031, Con Edison is to conduct such a survey semi-annually and customers will receive a monetary credit if the average of the customer satisfaction indices for the two surveys within a rate year is below 88.1 percent.

The customer satisfaction index for the survey conducted during the second quarter of 2014 is 91.1 percent. Con Edison plans to conduct another such survey during the fourth quarter of 2014 and thereafter file an annual report on the surveys for the first rate year (January 1, 2014 through December 31, 2014) of its current gas rate plan.

Respectfully submitted,

*/s/ Thomas P. Riozzi*

Attachment

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



## **Second Quarter 2014 Summary Gas Emergency Contacts**

Prepared for  
Con Edison  
New York, NY

23 June 2014



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<b>Table of Contents</b>	<b>Gas Emergency Contacts .....</b>	<b>1</b>
	Report Structure .....	1
	Reading the Report's Graphs and Tables.....	2
	<b>Gas Emergency Customer Contact Satisfaction Index (CCSI) .....</b>	<b>3</b>
	<b>Factors that Drive the Gas Emergency CCSI .....</b>	<b>4</b>
	Satisfaction with the Overall Experience.....	5
	Satisfaction with Assistance Center Service.....	9
	Satisfaction with On-Site Service .....	24
	<b>Service Benchmarks.....</b>	<b>34</b>
	<b>Sample Composition .....</b>	<b>40</b>
	<b>Summary.....</b>	<b>42</b>
	Customers' Satisfaction with Recent Contacts .....	42
	Factors that Drive Overall Satisfaction and the CCSI .....	42
	About the CCSI Score.....	44
	<b>Conclusions and Recommendations.....</b>	<b>45</b>
	<b>Survey Questions.....</b>	<b>47</b>
	Overall Satisfaction.....	49
	Satisfaction with Assistance Center Service .....	49
	Satisfaction with On-Site Service .....	50
	Service Benchmarks.....	51
	Demographic Questions.....	51



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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 Second Quarter of 2014.

CRA collected the data by telephone in May and June 2014. 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. CRA conducted interviews with 400 Gas Emergency customers, including customers from Queens, the Bronx, Manhattan, and Westchester.

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## ***Report Structure***

The body of this report presents the 2Q14 findings in six sections:

- 2Q14 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 2Q14 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.)

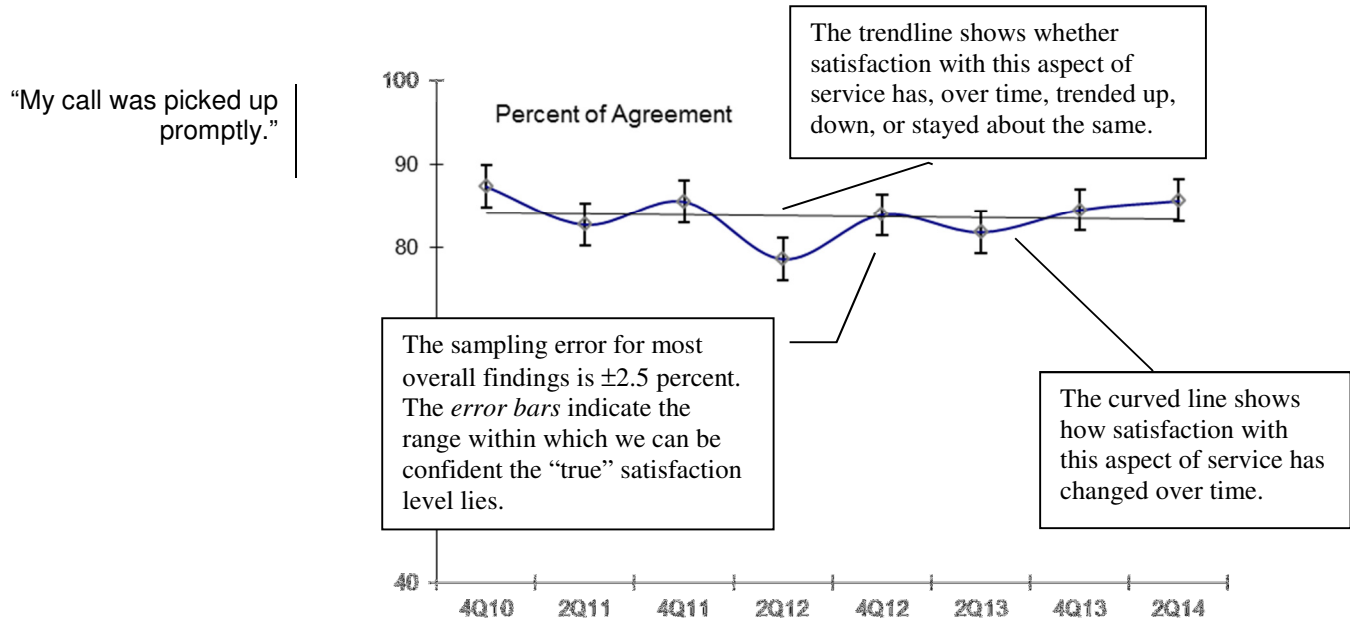


Table 4: "My call was picked up promptly."

	System-Wide	Queens	Bronx	Manhat.	Westchester
Percent of Agreement	85.6%	89.3%	90.0%	83.2%	77.7%
Vs. 4Q13	↔	↔	↔	↔	↔

This row highlights the 2Q14 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.\*

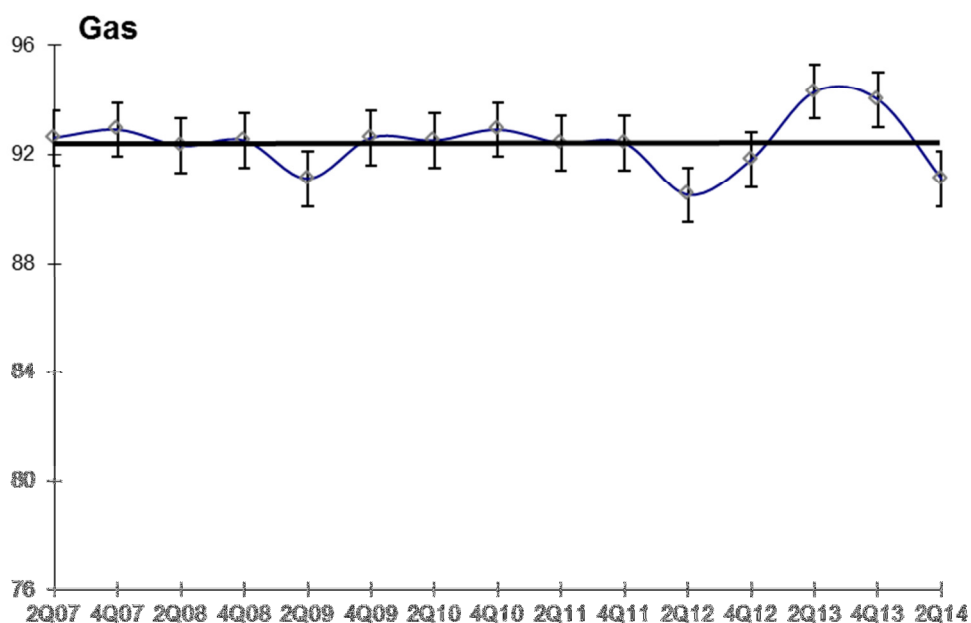
Because they are based on smaller sample sizes, the individual operating area findings have larger sampling errors. Here, up or down arrows reflect changes of roughly 10 points or more.

\* 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 2Q14, the Gas CCSI is 91.1. This rating exceeds the PSC target by 3 points.



In 2Q14, the CCSI decreased significantly from 4Q13 level. Additionally, CCSI for Queens decreased significantly from 4Q13 finding.

Table 1: Gas CCSI

	System-Wide	Queens	Bronx	Manhat.	Westchester
CCSI	91.1	88.9	92.5	92.9	90.3
Vs. 4Q13	↓	↓	↔	↔	↔

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## **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 2Q14 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?).

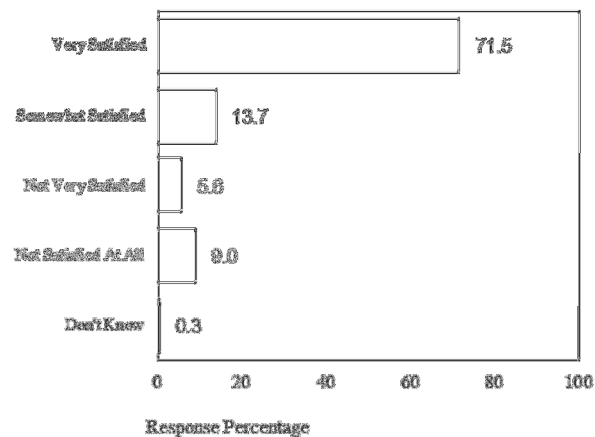
## ***Satisfaction with the Overall Experience***

The overall satisfaction findings indicate that:

- In 2Q14, 85 percent of 2Q14 Gas Emergency customers are satisfied with the way Con Edison handled their problem.
- Those who are satisfied overall report that their problem was resolved in a timely manner and that Con Edison representatives were courteous, concerned, and communicated effectively. Dissatisfied customers complained about lack of resolution, the time it took for Con Edison to respond to their problems, and not being kept informed on the status of their issue.

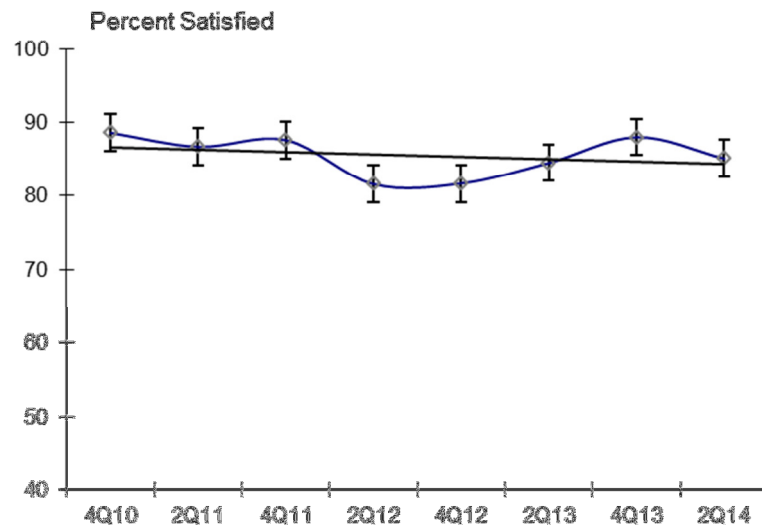
The remainder of this section details the findings.

2Q14: "How satisfied were you with the way your problem was handled by Con Edison?"



As illustrated above, approximately 72 percent of respondents described themselves as "very satisfied," and an additional 14 percent described themselves as "somewhat satisfied" with the way Con Edison handled their problem. Only 15 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?”



As shown, roughly 85 percent of 2Q14 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.	Westchester
Percent Satisfied	85.1%	87.5%	84.5%	86.7%	77.7%
Vs. 4Q13	↔	↔	↔	↔	↔

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**Satisfied Customers: In  
Their Own Words**

Among those customers who reported overall satisfaction with their recent experience, many respondents noted that **Con Edison effectively resolved their problem:**

- He fixed it, and I watched how he did it. I do a lot of mechanical stuff and I watched him work, and he did a very good job and knew exactly what he was trying to do and how it worked.
- The guys that came handled it. They didn't make too big of a mess, and with all of the chaos that happened, they put it all back together with no problems. They were very nice and friendly.
- They did a very good job. They investigated thoroughly. They spoke with the landlord and the owner. The owner has to get someone to fix my mother's problem.

Many reported that their Con Edison field representative **responded promptly when they called:**

- He came right away. He checked all over downstairs. He checked the pipes to make sure there was no gas leaking. He was very good.
- Everything was handled promptly. I got my gas turned on.
- The serviceperson was here very quickly. He was knowledgeable and took his time with us. Very friendly.

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

- I felt comfortable. They were very courteous, and I felt better when I knew what was wrong. I called a plumber immediately, and everything is working again. I was satisfied, and they explained things in detail to me.
- The person who came over was very courteous and made me feel better. He was very professional. He did what he had to do, then gave me information on what needed to be done next.
- The gas leak was bad and they came on time. They were very concerned.

Several respondents were grateful that their field representatives **communicated well:**

- The guy was very nice and explained everything. He was very great.
- The individual who came by gave me the information I needed to take it further and he was knowledgeable about New York City and the type of situation that happens in apartments here. And he went through all of the information with me since I was scared in a dangerous situation. It made me feel more in control of how to deal with it instead of just freaking out that the whole building was going to explode.
- They let me know what the problem was, what had to be done to fix the problem. They communicated with me very well in every aspect of the problem.

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**Dissatisfied Customers: In Their Own Words**

Among those customers who reported overall dissatisfaction with their recent experience, a number said their **problem has yet not been resolved**:

- Con Edison was supposed to call back and turn on the gas, and they haven't done so. I'm not at all satisfied, I'm actually very dissatisfied.
- It's a reoccurring problem. Nothing's being fixed.
- The issue has still not been resolved. We still don't have gas turned back on.

Others reported dissatisfaction because they believe **Con Edison responded slowly**:

- I felt like it took too many calls to get something simple done. When I called and complained, I had no empathy, no apologizes, or anything.
- I had to replace all the pipes in my house and, when I had them replaced, it took them a day and a half to turn my gas on. They couldn't be bothered to come back. I did not feel very important to Con Edison.
- It took four days and five hours on the phone to get a result.

Several noted a **lack of communication**:

- I'm still waiting for Con Edison to call me to tell what is going on. Come to me and explain to me why my bill is for \$462. Send someone to read the meter. I just want to know how that works.
- Until it is rectified, I am not happy. I have not heard anything from Con Edison so far.
- The lack of communication and extreme delay is why I am not happy.

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**Differences Between Customer Segments**

Comparative analyses indicate:

- ✓ Gas Emergency respondents who said they smelled gas are more likely than those with non-gas emergency issues to report overall satisfaction with Con Edison's handling of their problem.
- ✓ Those respondents who recall receiving a follow-up call are more likely than those who did not to report overall satisfaction with Con Edison's handling of their problem.

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***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

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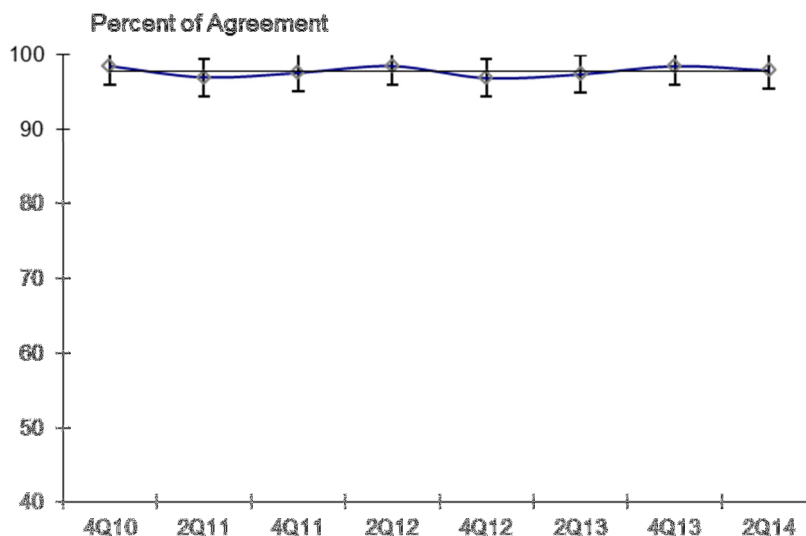
***Satisfaction with  
Assistance Center Contact***

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

- Most customers—98 percent of those surveyed—report that they were able to speak to a Con Edison telephone representative when they called.
- In 2Q14, approximately 88 percent said that the first person with whom they spoke said he or she would be able to help them.
- Roughly 86 percent of respondents reported that their call was picked up promptly.
- 83 percent noted that their telephone representative explained what would be necessary to resolve the problem.

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."

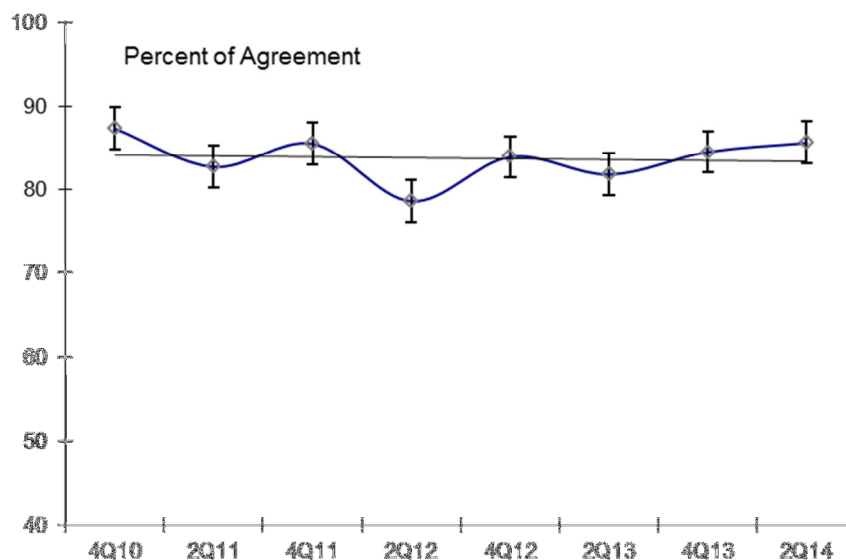


Gas Emergency customer satisfaction with their access to Con Edison telephone representatives remains very high. As indicated, roughly 98 percent of 2Q14 Gas Emergency respondents report that they were able to speak to a telephone representative when they called Con Edison.

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

	System-Wide	Queens	Bronx	Manhat.	West-chester
Percent of Agreement	97.9%	98.2%	96.4%	97.3%	100.0%
Vs. 4Q13	↔	↔	↔	↔	↔

“My call was picked up promptly.”

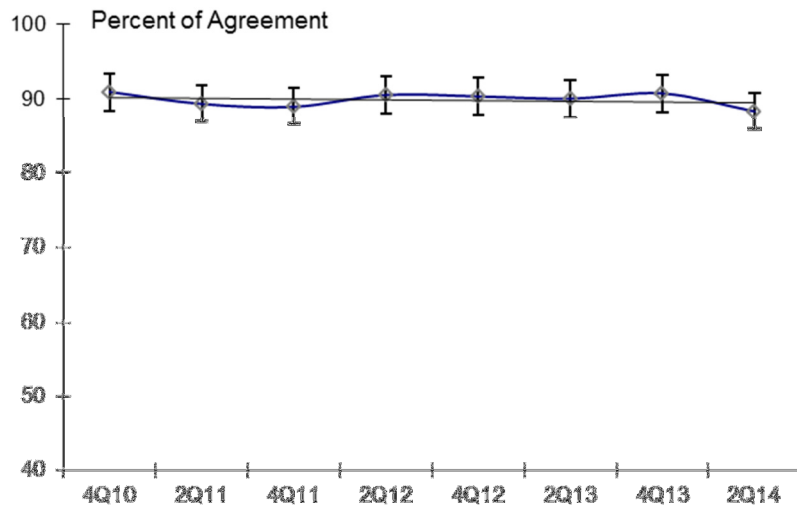


As illustrated, roughly 86 percent of 2Q14 Gas Emergency customers believe that Con Edison picked up their call promptly.

Table 4: “My call was picked up promptly.”

	System-Wide	Queens	Bronx	Manhat.	West-chester
Percent of Agreement	85.6%	89.3%	90.0%	83.2%	77.7%
Vs. 4Q13	↔	↔	↔	↔	↔

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



As shown, roughly 88 percent of 2Q14 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.	Westchester
Percent of Agreement	88.4%	85.7%	94.5%	90.3%	83.5%
Vs. 4Q13	↔	↔	↔	↔	↔

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*What Did the Telephone  
Representative Say?*

As previously indicated, roughly 88 percent of respondents reported that the first person with whom they spoke said he or she would be able to help. **But, roughly 9 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?

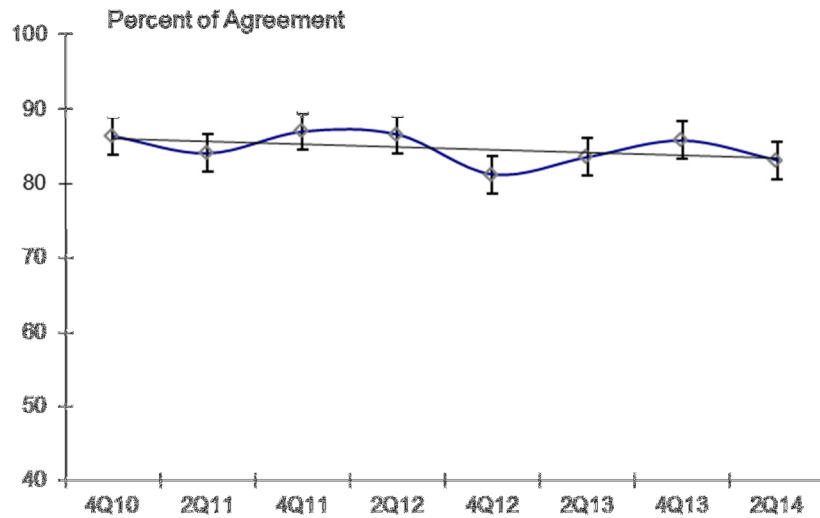
A number of these customers said that **their representative referred their call to someone who could help:**

- They had to get somebody else. I spoke to somebody in the construction division. They said that they would send somebody. They gave me their name and number and told me to call them back.
- They listened to what my complaint was and asked me a few questions. They transferred me to another department. They just had to transfer me.
- They weren't the department to handle it and gave me a phone number.

Several complained about **less-than-helpful information:**

- He didn't answer the proper way and he was rude. I didn't want to speak to him anymore, so I called again.
- They said it wasn't really anything they could do.
- They seemed like they were reading a card. The second time I called, they read the same thing to me. I did not feel it covered my situation. They really couldn't give me information about when the leak would be fixed.

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



In 2Q14, roughly 83 percent of 2Q14 respondents reported that their telephone representative explained what would be necessary to resolve the problem. Further respondents from Queens are less likely than in 4Q13 finding to offer a favorable rating.

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

	System-Wide	Queens	Bronx	Manhat.	West-chester
Percent of Agreement	83.1%	78.6%	86.4%	87.6%	80.2%
Vs. 4Q13	↔	↓	↔	↔	↔

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

As indicated on the previous page, approximately 83 percent of respondents report that their telephone representative explained what would be necessary to resolve the problem. **However, roughly 13 percent believe that their telephone representative failed to provide an explanation.** In response to a follow-up probe:

- Roughly 28 percent of these respondents (or approximately 4 percent of all respondents) said their telephone representative offered no explanation at all.
- Approximately 37 percent of these respondents (or 5 percent of all respondents) said their telephone representative provided an incomplete explanation of what would be necessary to resolve the problem.
- 21 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.

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*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 their call was picked up promptly, the telephone representative was able to clearly explain the problem.
- ✓ Respondents who rent their homes are more likely than those who own to report satisfaction with all aspects of their Assistance Center contact.
- ✓ Gas Emergency respondents who called about a gas appliance problem are more likely than non-gas emergency issues to report that their call was picked up promptly.

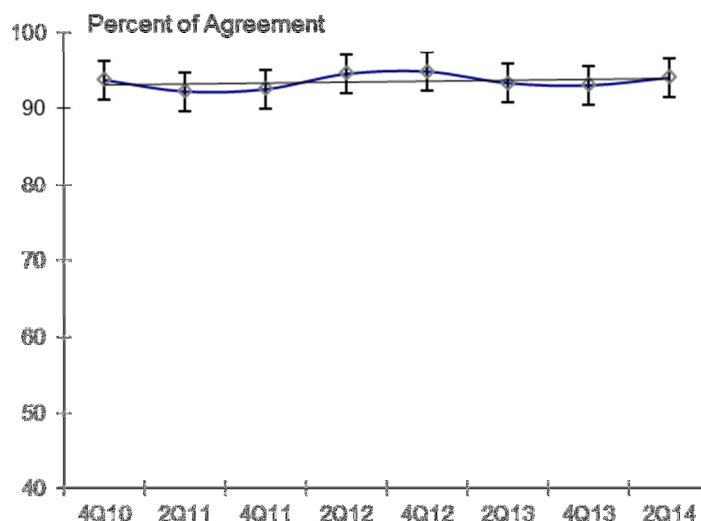
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**Satisfaction with  
Assistance Center  
Telephone  
Representatives**

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.

The findings detailed across the next several pages are highly favorable. Most Gas Emergency customers describe their telephone representatives as courteous.

“The Con Edison telephone representative was courteous.”



As illustrated, 94 percent of 2Q14 respondents reported that their telephone representative was courteous.

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

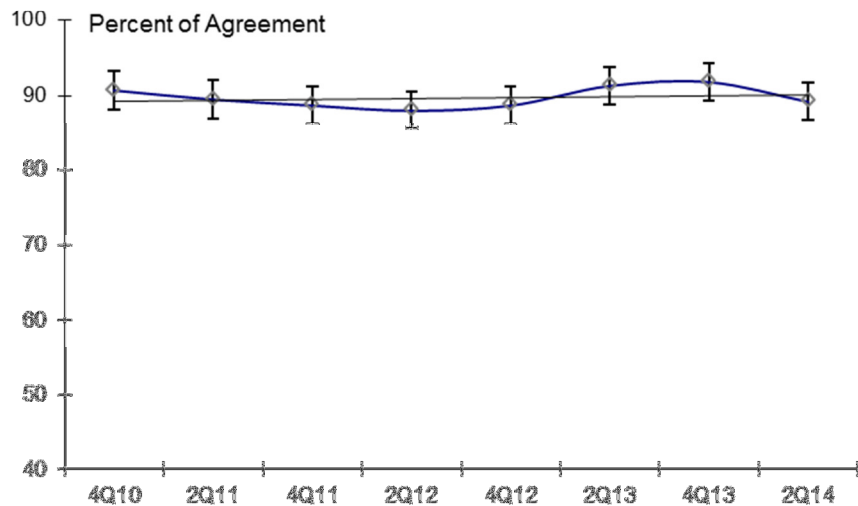
	System-Wide	Queens	Bronx	Manhat.	Westchester
Percent of Agreement	94.0%	92.9%	95.5%	94.7%	93.4%
Vs. 4Q13	↔	↔	↔	↔	↔

#### *In Their Own Words*

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

- They didn’t do anything about it, and I got no call back the following day. They couldn’t offer me an explanation.
- He wouldn’t let me explain. I was trying to tell him exactly what was going on, and he was just being extremely rude.
- A gas problem is a very big problem. I was supposed to receive a call back to let me know if someone went into my house to check the problem and resolve it. Someone was supposed to let me know what was going on.
- She was rude. She didn’t let me speak and she just went on to read the script and told me that it was going to take 45 minutes for me to receive service when I told her it was a really strong gas smell.

“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.”

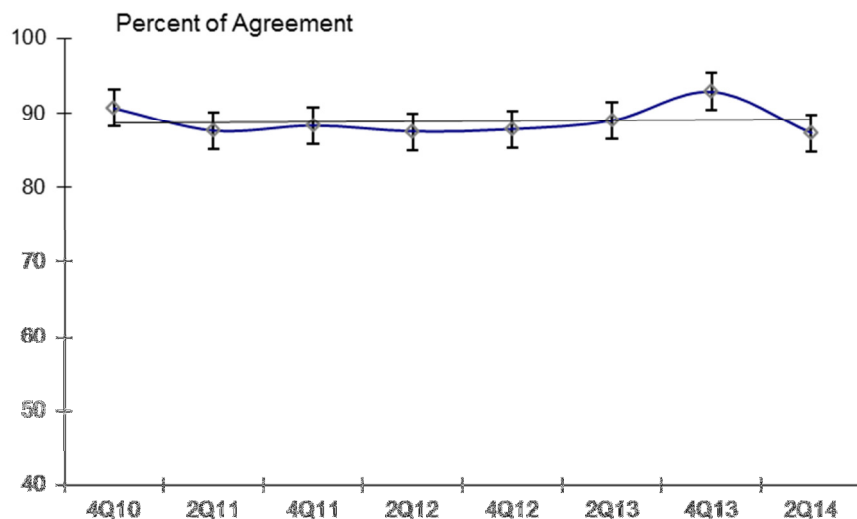
	System-Wide	Queens	Bronx	Manhat.	Westchester
Percent of Agreement	89.2%	87.5%	91.8%	89.4%	89.3%
Vs. 4Q13	↔	↔	↔	↔	↔

#### *In Their Own Words*

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

- I explained to them that I had three small children and someone on a breathing machine, but they could not come up with a solution.
- She dismissed it and told me I was scheduled for a turn on service, and I wasn't. She wouldn't give me a time for when someone would be coming out.
- She spoke very unprofessionally to me. She got hostile with me when I was trying to ask her questions. She was like, “Wait, I got to read this to you.”

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



As shown, roughly 87 percent of 2Q14 Gas Emergency respondents perceive a high level of knowledge among their Assistance Center telephone representatives; however, this represents a significant decrease from 4Q13 level. Further respondents from Queens are less likely than in 4Q13 finding to offer a favorable rating.

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

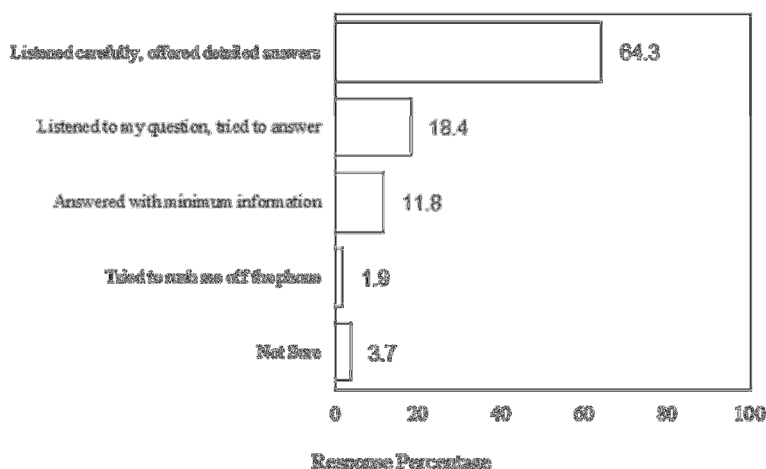
	System-Wide	Queens	Bronx	Manhat.	West-chester
Percent of Agreement	87.3%	83.9%	93.6%	86.7%	88.4%
Vs. 4Q13	↓	↓	↔	↔	↔

#### In Their Own Words

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

- Both times, they read the same exact information. When I had questions about when it would be fixed, they did not know.
- They didn't know what account I was talking about or what problems I was having. They put you on hold, and I had to talk to four different people.
- They didn't understand my situation and made an inappropriate appointment which then resulted in me not getting my gas turned on until later.
- They told me I was scheduled for a turn-on service, and I wasn't, so they lied.

“The person who answered the phone...”

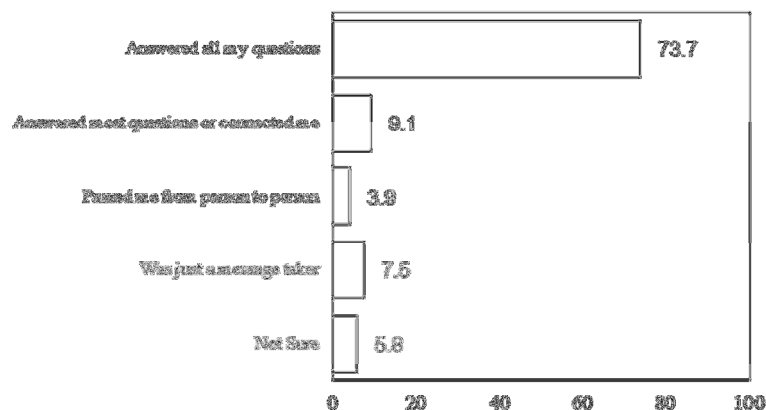


In 2Q14, roughly 83 percent of respondents believe their telephone representative modeled a customer-focused orientation by, at minimum, listening to their question and trying to answer it satisfactorily. This represents a significant decrease from the 4Q13 finding. Roughly 14 percent believe that their telephone representative offered minimal information and a less-than-helpful attitude. Additionally, respondents from Manhattan are less likely than in 4Q13 to offer favorable ratings.

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.	<b>64.3%</b>	60.7%	69.1%	63.7%	67.8%
The person listened to my question and tried to answer it to my satisfaction.	<b>18.4%</b>	26.8%	15.5%	13.3%	14.0%
The person answered my question with the minimum information and a cool attitude.	<b>11.8%</b>	7.1%	10.0%	16.8%	13.2%
The person acted as if I was bothering him or her and tried to rush me off the phone.	<b>1.9%</b>	0.0%	2.7%	2.7%	3.3%
Satisfied (top 2 rows) Vs. 4Q13	↓	↔	↔	↓	↔

“The person who answered the phone...”

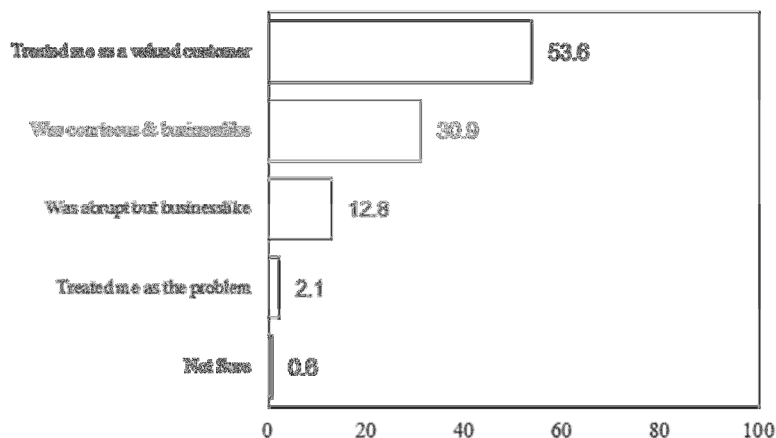


As illustrated, roughly 83 percent of respondents reported that the telephone representative who answered the phone was able to answer all or most of their questions. This represents a significant decrease from the 4Q13 finding. Roughly 11 percent suggested that they were not able to readily access someone who could answer their questions. Additionally, respondents from Queens and Manhattan are less likely than in 4Q13 to offer favorable ratings.

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

	System-Wide	Queens	Bronx	Manhat.	Westchester
The person answered all my questions.	73.7%	69.6%	84.5%	73.5%	71.1%
The person answered most questions or connected me with someone who could.	9.1%	8.9%	9.1%	7.1%	13.2%
I got passed from person to person. Eventually I got an answer from someone.	3.9%	1.8%	3.6%	5.3%	5.8%
The person was just a message-taker. Someone had to call me back later.	7.5%	14.3%	0.0%	6.2%	4.1%
Satisfied (top 2 rows) Vs. 4Q13	↓	↓	↔	↓	↔

“The person who answered  
the phone...”



As shown, roughly 85 percent of respondents reported that their telephone representative treated them as a valued customer or was courteous and businesslike. This represents a significant decrease from the 4Q13 finding. Additionally 15 percent of respondents noted less-than-favorable handling. Additionally, respondents from Manhattan are less likely than in 4Q13 to offer favorable ratings.

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.	53.6%	51.8%	66.4%	47.8%	55.4%
The person was very courteous and businesslike.	30.9%	32.1%	25.5%	32.7%	30.6%
The person was abrupt but businesslike.	12.8%	14.3%	4.5%	16.8%	10.7%
The person treated me as if I were the problem.	2.1%	1.8%	2.7%	1.8%	22.5%
Satisfied (top 2 rows) Vs. 4Q13	↓	↔	↔	↓	↔

Comparative analyses indicate:

- ✓ Those respondents who received follow-up calls are more likely than those who did not to report that their telephone representative was concerned and knowledgeable about their issue.
- ✓ Low income respondents are more likely than high income respondents to report that their telephone representative was concerned and knowledgeable about their issue.
- ✓ Respondents who rent their homes are more likely than those who own their homes to say that their telephone representative was concerned, and knowledgeable about their issue.
- ✓ Hispanic/Latino respondents are more likely than Asian/Pacific Islander respondents to report that their telephone representative was courteous.
- ✓ Hispanic/Latino and African American respondents are more likely than Asian/Pacific Islander respondents to report that their telephone representative was knowledgeable.

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***Satisfaction with On-Site Service***

Of those who called Con Edison about a gas emergency, approximately 94 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

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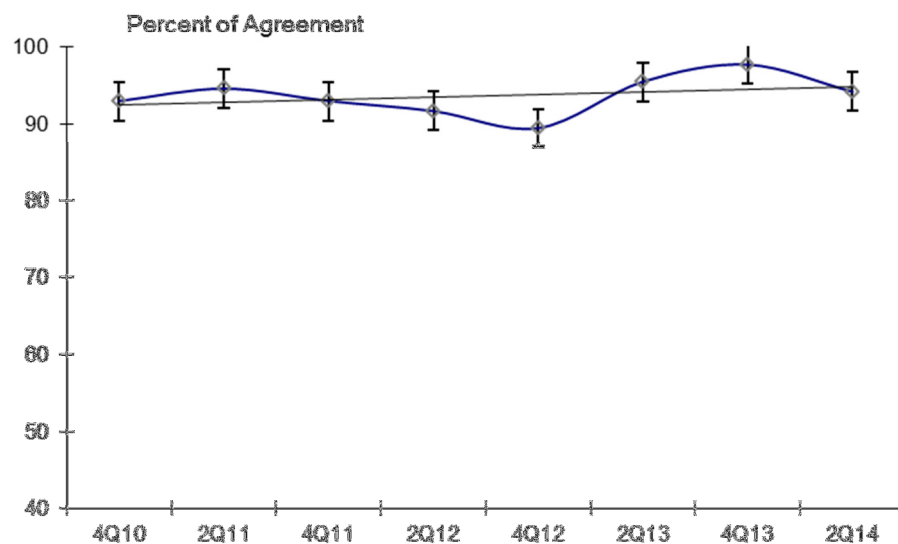
**Satisfaction with On-Site Service Contacts**

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

- In 2Q14, 94 percent of respondents are satisfied with the promptness of Con Edison's efforts to address their problem.
- 82 percent report that their field representative was able to clearly resolve their problem, and roughly 84 percent said they did so within four hours.
- However, only 18 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.”

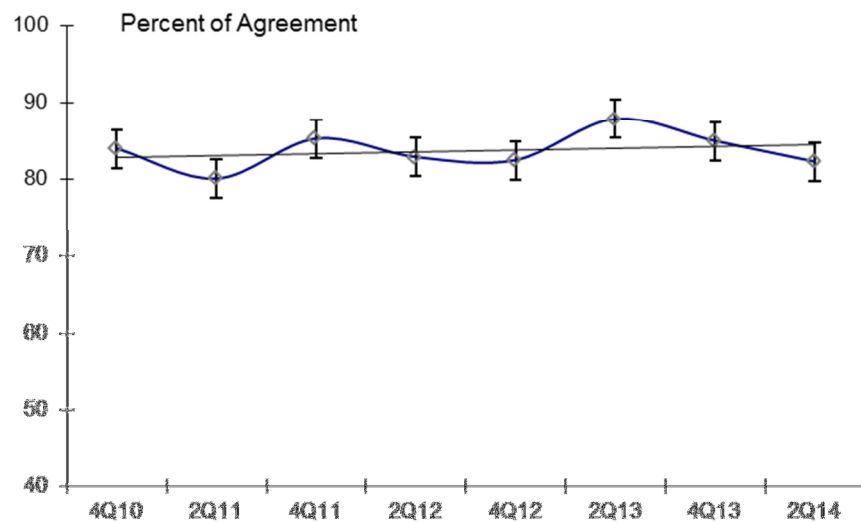


As reflected, nearly 94 percent of 2Q14 Gas Emergency respondents were pleased with the amount of time it took for their field representative to arrive.

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

	System-Wide	Queens	Bronx	Manhat.	West-chester
Percent of Agreement	94.2%	94.6%	94.9%	94.1%	92.2%
Vs. 4Q13	↔	↔	↔	↔	↔

“The field representative  
was able to clearly resolve  
my problem.”

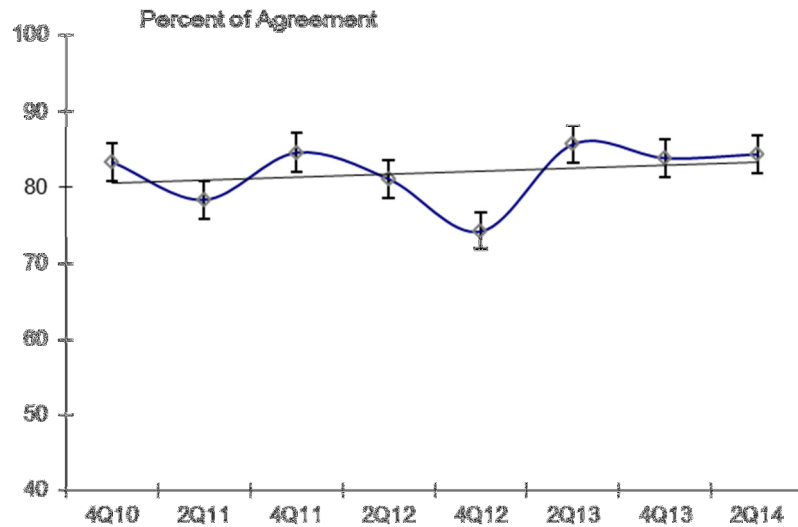


In 2Q14, roughly 82 percent of Gas Emergency customers reported that their field representative was able to clearly resolve their problem.

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

	System-Wide	Queens	Bronx	Manhat.	West-chester
Percent of Agreement	82.3%	82.1%	84.8%	83.2%	77.7%
Vs. 4Q13	↔	↔	↔	↔	↔

Among those with resolved problems (82%): “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, 84 percent indicated that the work was finished within four hours of their call to Con Edison. Further, respondents from Westchester are more likely than in 4Q13 to offer a favorable rating.

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	84.3%	87.0%	72.1%	91.8%	76.7%
Vs. 4Q13	↔	↔	↔	↔	↑

*Among those with unresolved problems (16%): "In what way was the problem not resolved by the field representative's visit to your home?"*

As previously noted, approximately 82 percent of respondents reported that the field representative resolved their problem. However, **16 percent claimed that Con Edison left their problem unresolved.** Interviewers asked this group of respondents to elaborate.

A number of these customers said that **the problem not Con Edison's responsibility or that the work will be completed by another department:**

- A plumber needs to come out and fix a pipe on the heater. An outside contractor has to come in and complete the work and Con Edison has to come out and inspect when the work is complete.
- The service person told me to get a plumber to resolve it. He couldn't resolve it.
- We still have a huge hole in our street. They have to get permits to do the work and we still smell gas.

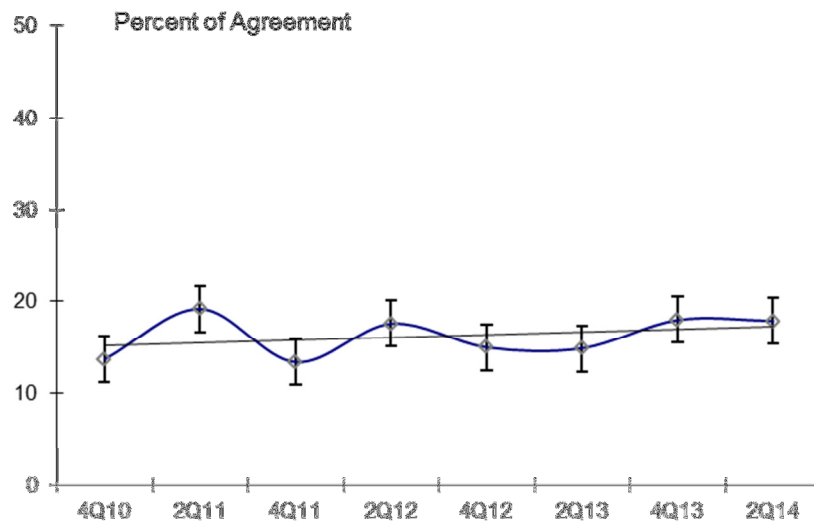
Some customers reported that **the field representative was unable isolate problem or could not access it:**

- He was not knowledgeable. If I call, I have to go back through the situation again. He took pictures in March, but it was too cool at that time to fix. Now there's too much rain, next it was too hot. We went through this last year. It has been going on for two years. We cannot use the driveway.
- The gas leak is underneath the road, a leak in the gas pipe. They said they would send someone out to fix it. They would have to send another technician out to fix it.
- They couldn't smell gas and they couldn't find out if there was a gas leak. However, I still have a gas leak, and then the next day they came again and turned it off. Now I don't have a stove.
- They were unable to access the meter.

*Among those with unresolved problems (16%): "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 50 percent (8 percent of all respondents) of those with unresolved problems said the field representative offered a satisfactory explanation. However, 44 percent (about 7 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 2Q14, roughly 18 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	<b>17.9%</b>	21.4%	27.3%	12.4%	11.6%
Vs. 4Q13	↔	↔	↔	↔	↔

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*Satisfaction with On-Site  
Contacts: 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 a Con Edison field representative arrived in a reasonable amount of time and was able to clearly resolve the problem.
- ✓ Respondents who rent are more likely than those who own to say that the field representative was able to clearly resolve their issue.
- ✓ Gas Emergency respondents who smelled gas are more likely than those with non-gas emergency issues to report that their problem was resolved and resolved within four hours.
- ✓ African American respondents are more likely than Asian/Pacific respondents to report that a Con Edison field representative arrived in a reasonable amount of time.

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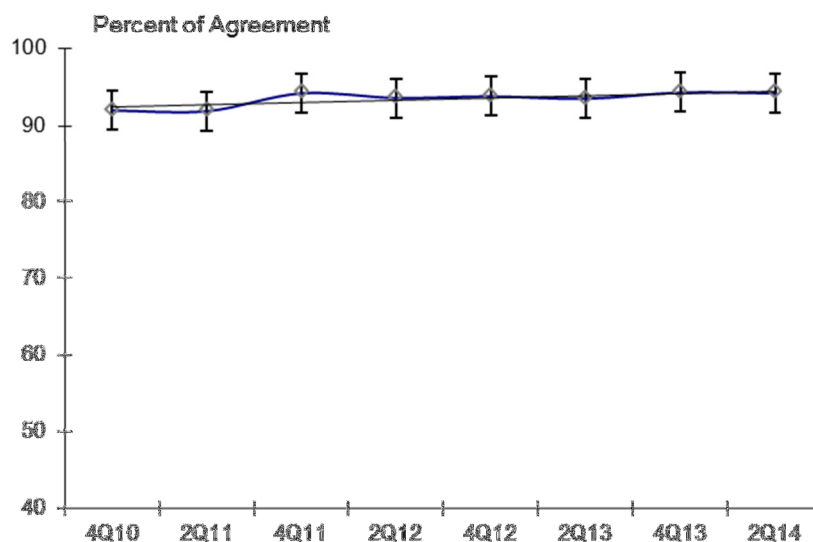
**Satisfaction with On-Site  
Field Representatives**

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, with more than 90 percent of respondents agreeing that their service person was courteous, concerned, and knowledgeable.

The remainder of this section details these findings.

“The field representative  
was courteous.”

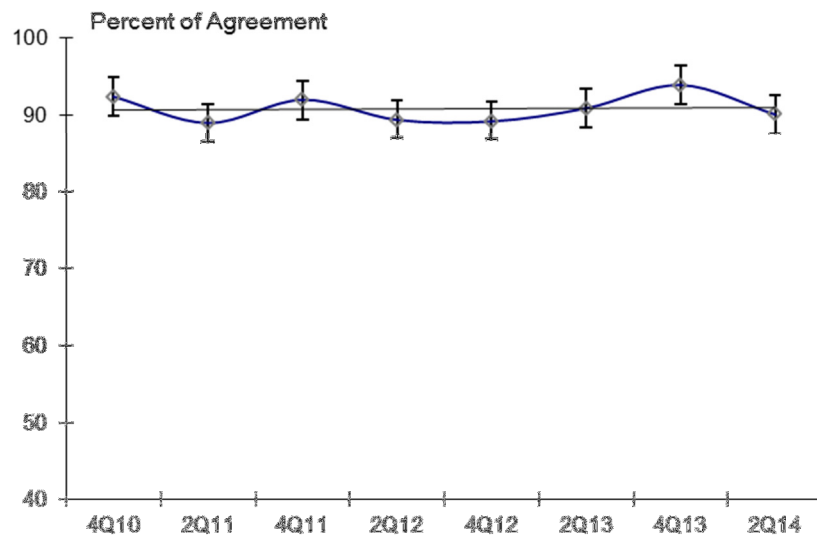


As shown, roughly 94 percent of 2Q14 Gas Emergency respondents are satisfied with the courtesy demonstrated by their field representative.

Table 17: “The field representative was courteous.”

	System-Wide	Queens	Bronx	Manhat.	West-chester
Percent of Agreement	94.2%	96.4%	94.9%	91.1%	94.2%
Vs. 4Q13	↔	↔	↔	↔	↔

“The field representative seemed concerned about my problem.”

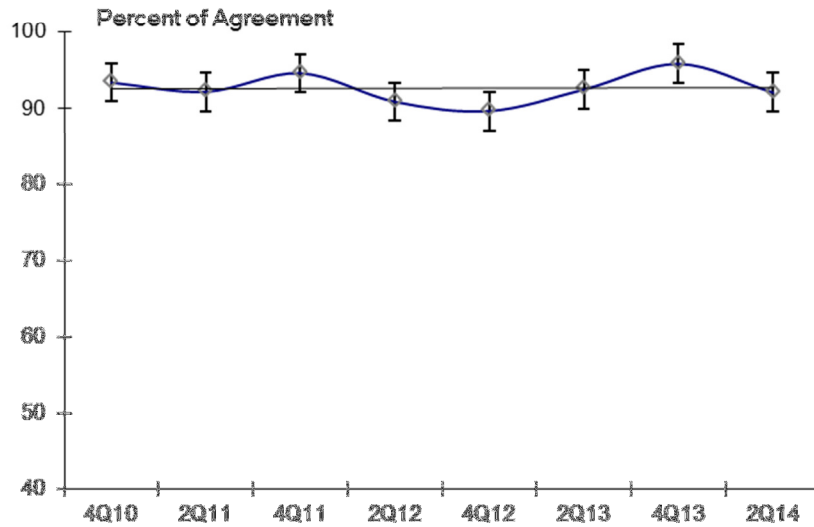


In 2Q14, roughly 90 percent of respondents reported that their field representative seemed concerned about their problem. Additionally, respondents from Queens are less likely than 4Q13 to offer a favorable rating.

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

	System-Wide	Queens	Bronx	Manhat.	Westchester
Percent of Agreement	90.1%	85.7%	93.9%	91.1%	94.2%
Vs. 4Q13	↔	↓	↔	↔	↔

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



As reflected, roughly 92 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	92.1%	92.9%	94.9%	89.1%	93.2%
Vs. 4Q13	↔	↔	↔	↔	↔

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

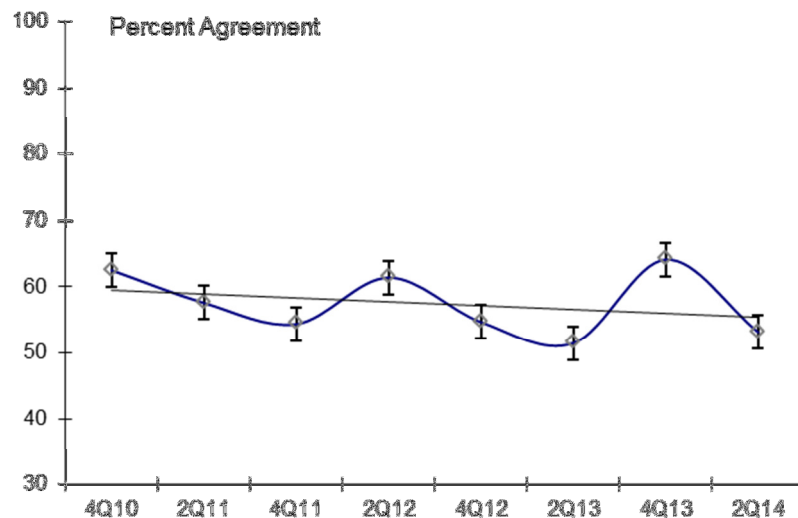
Comparative analyses indicate:

- ✓ Those who rent are more likely than those who own to say that their field representative was concerned about their issue.
- ✓ Those who received a follow-up call are more likely than those who did not to report that the field representative was courteous, concerned, and 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."

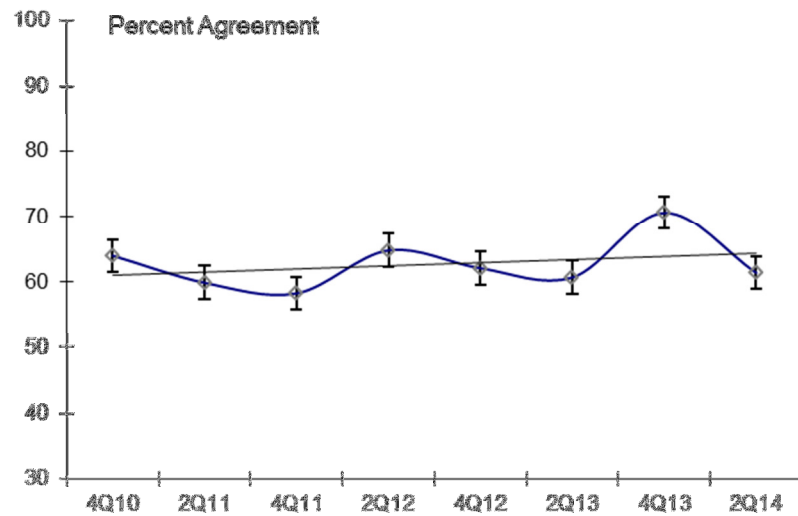


As shown, roughly 53 percent of Gas Emergency respondents believe that Con Edison provides better service than Verizon, a significant decrease from the 4Q13 finding. Additionally, respondents from Manhattan and Westchester are less likely than in 4Q13 to offer favorable ratings.

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

	System-Wide	Queens	Bronx	Manhat.	Westchester
Percent of Agreement	53.2%	57.1%	60.0%	46.9%	50.4%
Vs. 4Q13	↓	↔	↔	↓	↓

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

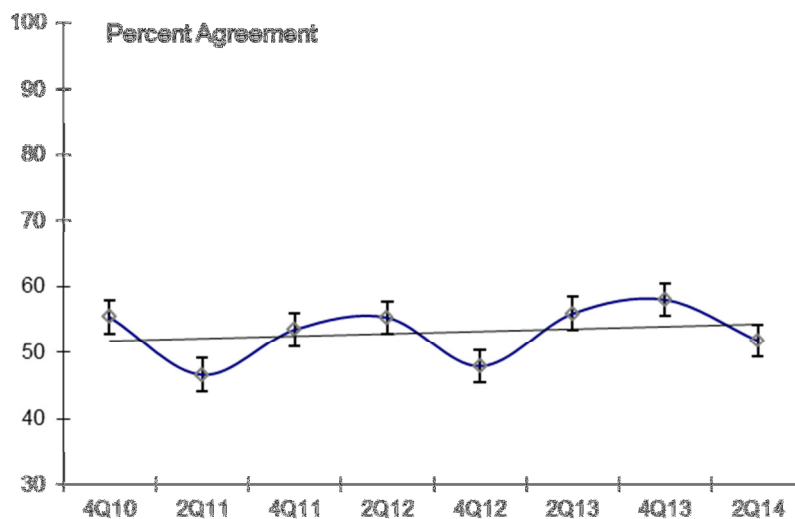


In 2Q14, roughly 61 percent of respondents believe that Con Edison provides better service than their local cable TV company, a significant decrease from the 4Q13 finding. Respondents from Queens and Manhattan are significantly less likely than in 4Q13 to offer favorable ratings.

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

	System-Wide	Queens	Bronx	Manhat.	West-chester
Percent of Agreement	61.4%	58.9%	68.2%	58.4%	65.3%
Vs. 4Q13	↓	↓	↔	↓	↔

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

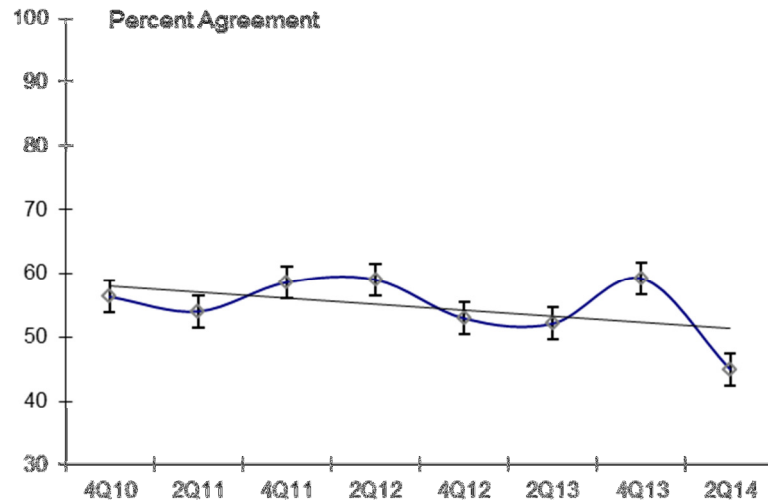


As reflected, roughly 52 percent of respondents report that Con Edison provides better service than local plumbers and electricians, a significant decrease from the 4Q13 finding.

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	51.8%	57.1%	58.2%	42.5%	52.1%
Vs. 4Q13	↓	↔	↔	↔	↔

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

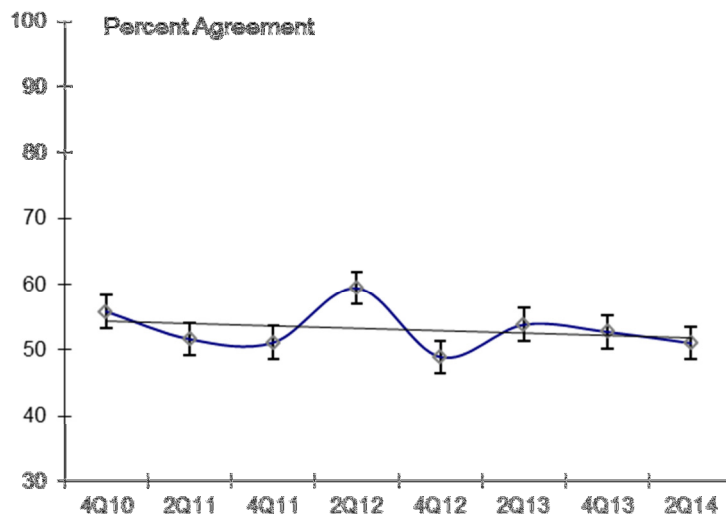


As shown, 45 percent of respondents believe that Con Edison provides better service than credit card companies, a significant decrease from the 4Q13 finding. Additionally, respondents from Queens, the Bronx, and Manhattan are significantly less likely than in 4Q13 to offer favorable ratings.

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

	System-Wide	Queens	Bronx	Manhat.	West-chester
Percent of Agreement	45.0%	48.2%	54.5%	33.6%	50.4%
Vs. 4Q13	↓	↓	↓	↓	↔

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



As shown, 51 percent of respondents believe that Con Edison provides better service than stores that deliver and install merchandise.

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

	System-Wide	Queens	Bronx	Manhat.	West-chester
Percent of Agreement	51.0%	55.4%	59.1%	40.7%	53.7%
Vs. 4Q13	↔	↔	↔	↔	↔

Comparative analyses indicate:

- ✓ Those who recall receiving a follow-up call are more likely than those who did not to compare Con Edison's services more favorably to that of all other local service providers.
- ✓ Respondents who rent their homes are more likely than those who own to compare Con Edison's service favorably to that of all other local service providers.
- ✓ Hispanic/Latino respondents are more likely than Asian/Pacific Islander respondents to compare Con Edison's services favorably to their local telephone provider.
- ✓ Low income respondents are more likely than high income respondents to compare Con Edison's services favorably to that of their telephone provider, cable television provider, credit card company, and stores that deliver and install merchandise.

## Sample Composition

This section details the composition of the 2Q14 Gas Emergency respondent sample.

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

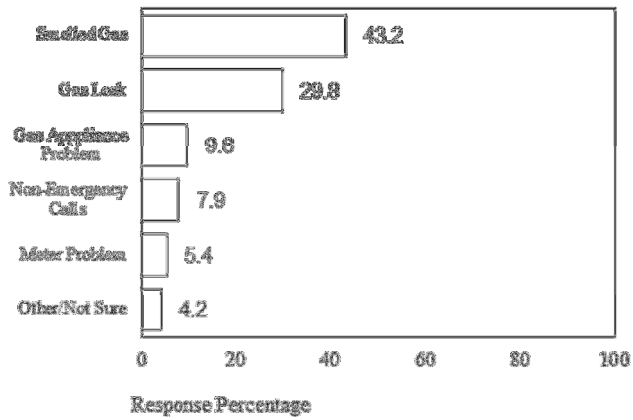


Table 25: "What exactly was the nature of the problem you had with your gas?"

	System-Wide	Queens	Bronx	Manhat.	Westchester
Smelled gas	43.2%	46.4%	35.5%	46.9%	37.2%
Needed gas leak repair	29.8%	23.2%	31.8%	31.9%	37.2%
Gas app. Problem	9.6%	14.3%	4.5%	8.8%	6.6%
Non-emergency calls*	7.9%	5.4%	18.2%	2.7%	12.4%
Meter problems	5.4%	8.9%	2.7%	3.5%	5.0%
Other/Not sure	4.2%	1.8%	7.3%	6.2%	1.7%

\*Non-emergency calls include property damage, billing issues, gas turn on / shut-off, etc.

Table 26: Demographic Breakouts

<b>Demographic Type</b>	<b>Demographic</b>	<b>Percentage</b>
<b>Home Ownership</b>	Own	47.3%
	Rent	44.3%
	Don't Know/Refused	8.5%
<b>Age</b>	18-25	5.8%
	26-35	21.0%
	36-45	18.0%
	46-55	17.5%
	56-65	11.3%
	Over 65	12.3%
	Don't Know/Refused	14.3%
<b>Race</b>	African-American	13.3%
	Caucasian	39.8%
	Hispanic/Latino	20.0%
	Asian/Pacific Islander	5.0%
	Native American	0.3%
	Other	10.0%
	Don't Know/Refused	11.8%
<b>Income</b>	Less than \$20K	9.3%
	\$20K to 50K	12.0%
	\$50K to 75K	10.0%
	\$75K to 100K	10.5%
	\$100K or more	23.3%
	Don't Know/Refused	35.0%
<b>Borough</b>	Queens	14.0%
	Bronx	27.5%
	Manhattan	28.3%
	Westchester	30.3%

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## Summary

Study overview:

- Survey data collected by telephone in May and June of 2014
- 400 interviews with Gas Emergency customers

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### ***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 2Q14, the Gas CCSI exceeds the PSC target by 3.0 points.

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	2Q14 CCSI	Vs 4Q13	PSC Target
Gas Emergency	91.1	-2.9	88.1

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- **Rating of Satisfaction with Recent Service.** In 2Q14, 85 percent of Gas Emergency customers are satisfied with their recent service contact. When asked to rate Con Edison’s overall handling of their problem, approximately 72 percent described themselves as *very* satisfied and 14 percent described themselves as *somewhat* satisfied.

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### ***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 4Q13 findings.

<b>Gas: Assistance Center-Related Survey Items</b>	<b>% Agree</b>	<b>Vs. 4Q13</b>
I was able to speak to a Con Edison telephone representative when I called. (C)	97.9%	↔
The Con Edison telephone representative was courteous. (R)	94.0%	↔
The Con Edison telephone representative was concerned about my problem. (R)	89.2%	↔
The first person I spoke with said he or she would be able to help me. (C)	88.4%	↔
The telephone representative who handled my problem seemed knowledgeable. (R)	87.3%	↓
My call was picked up promptly. (C)	85.6%	↔
The Con Edison telephone representative explained what would be necessary to resolve the problem. (C)	83.1%	↔

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 and their telephone representative's courtesy. However customers are less satisfied than in 4Q13 with the representative's knowledge.

- Satisfaction with On-Site Service.** Among all of the respondents who called about a gas emergency, approximately 94 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 4Q13 findings.

<b>Gas Emergency: On-Site Service-Related Survey Items</b>	<b>% Agree</b>	<b>Vs. 4Q13</b>
The Con Edison field representative came out in a reasonable period of time. (C)	94.2%	↔
The field representative was courteous. (R)	94.2%	↔
The field representative who handled my problem seemed knowledgeable. (R)	92.1%	↔
The field representative seemed concerned about my problem. (R)	90.1%	↔
(Among those with “resolved” problems) My problem was resolved within four hours of the time I called Con Edison. (C)	84.3%	↔
The field representative was able to clearly resolve my problem. (C)	82.3%	↔
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)	17.9%	↔

In 2Q14, Gas Emergency callers are highly satisfied with their field representative’s arrival time, courtesy, knowledge, and concern. However, only 18 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.

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## Conclusions and Recommendations

Based on its review and interpretation of the 2Q14 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 96.2, a highly favorable level. But among those who are only “somewhat satisfied,” the average CCSI is 83.9, which falls short of the PSC target by 4.2 points. As in previous studies, this finding underscores the need for Con Edison and its employees to orient themselves to providing “premier” service, as opposed to merely adequate service.
2. In 2Q14 Gas assistance service survey item “the telephone representative seemed knowledgeable” declined from 4Q13 finding. Providing telephone representatives with the information they need to effectively respond to customer questions and to accurately set customer expectations will serve to improve perceptions in this area.
3. In 2Q14, several service benchmarks declined significantly from their 4Q13 levels. Specifically, respondents were less likely to say that Con Edison provided better service than their local telephone, cable television, and credit card companies. Con Edison may wish to examine possible reasons behind the shift in perceptions to continue its position as a leading service provider.
4. The Gas Emergency CCSI 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.

<b>Gas Emergency</b>	Con Edison and its employees can leverage overall satisfaction by focusing on...
<b>System-wide</b>	Effectively solving customer problems <sup>14</sup> Demonstrating concern when handling customer problems <sup>8</sup> Arriving on site in a reasonable amount of time <sup>13</sup>
<b>Queens</b>	Effectively solving customer problems <sup>14</sup> Demonstrating concern when handling customer problems <sup>8</sup> Arriving on site in a reasonable amount of time <sup>13</sup>
<b>Bronx</b>	Arriving on site in a reasonable amount of time <sup>13</sup> Effectively solving customer problems <sup>14</sup> Demonstrating knowledge when handling customer problems <sup>9</sup>
<b>Manhattan</b>	Demonstrating concern when handling customer problems <sup>8</sup> Effectively solving customer problems <sup>14</sup> Picking up calls promptly <sup>4</sup>
<b>Westchester</b>	Demonstrating concern when handling customer problems <sup>8</sup> Effectively solving customer problems <sup>14</sup> Effectively explain what is necessary to solve customer problems <sup>6</sup>

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

## **Appendix: Survey Questions**



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## Survey Questions

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

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### **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?

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### **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.

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### ***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.

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**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

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**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.