



Fourth Quarter 2010 Summary Gas Emergency Contacts

Prepared for
Con Edison
New York, NY

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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 2010.

CRA collected the data by telephone in November and December of 2010. 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 402 Gas Emergency customers, including customers from Queens, the Bronx, Manhattan, and Westchester.

Report Structure

The body of this report presents the 4Q10 findings in six sections:

- 4Q10 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 4Q10 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.)

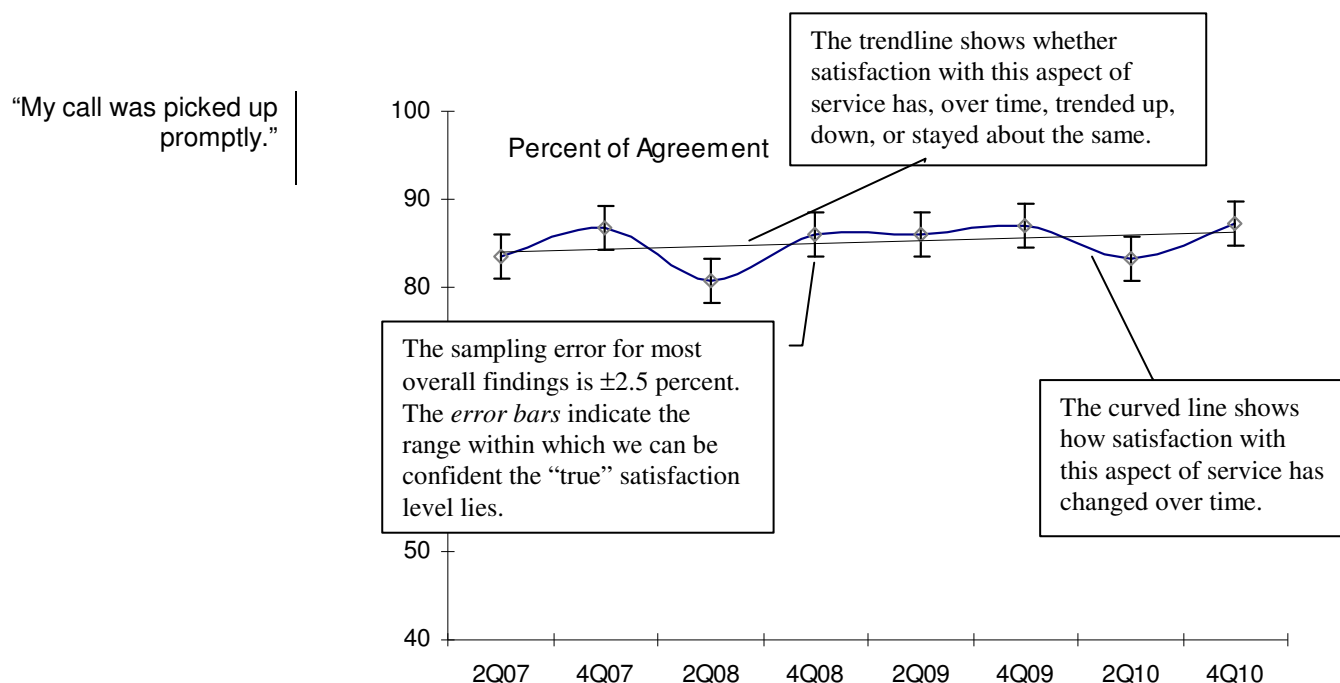


Table 4: "My call was picked up promptly."

	System-Wide	Queens	Bronx	Manhat.	Westchester
Percent of Agreement	87.3%	92.6%	77.1%	90.5%	80.6%
Vs. 2Q10	↔	↑	↔	↔	↔

This row highlights the 4Q10 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.*

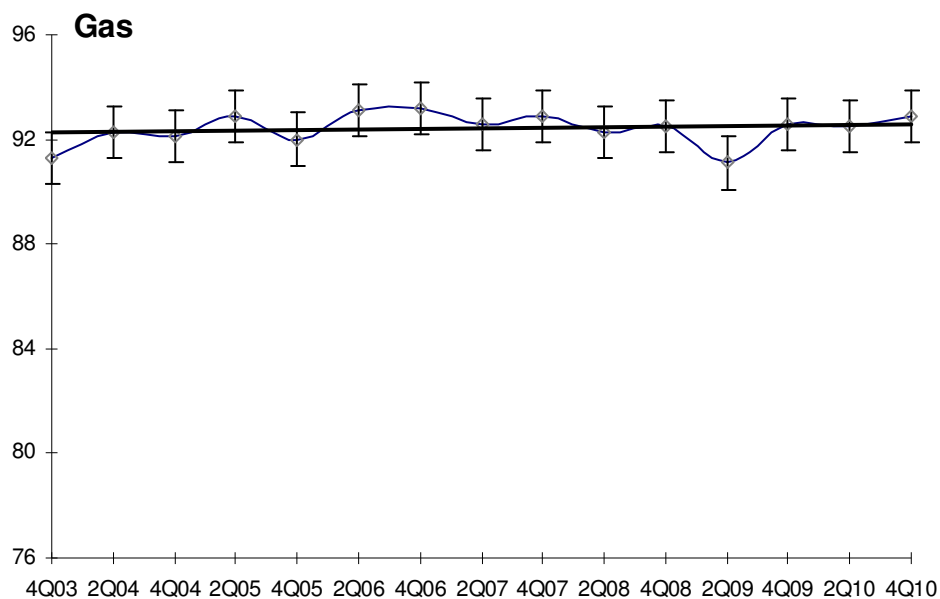
Because they are based on smaller sample sizes, the individual operating area findings have larger sampling errors. Here, up or down arrows reflect changes of roughly 10 points or more.

* 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 4Q10, the Gas CCSI is 92.9. This rating exceeds the PSC target by 4.8 points.



The CCSI for all respondents remained statistically similar to the 2Q10 level.

Table 1: Gas CCSI

	System-Wide	Queens	Bronx	Manhat.	Westchester
CCSI	92.9	93.1	92.5	95.1	88.4
Vs. 2Q10	↔	↔	↔	↔	↔

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 4Q10 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?).

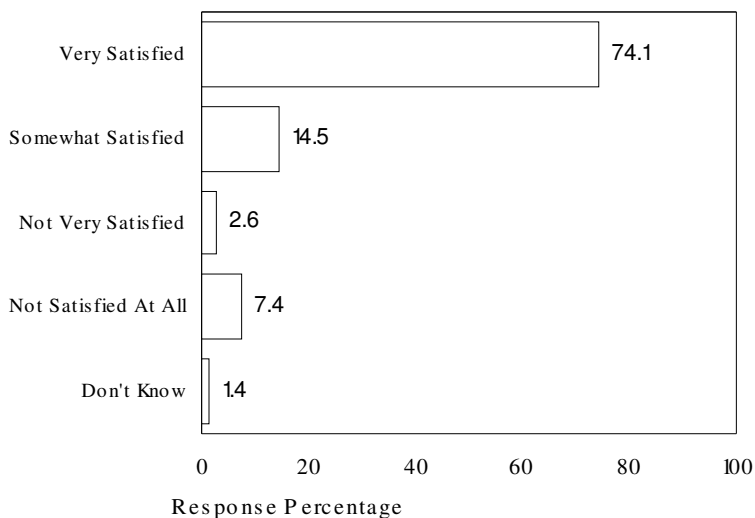
Satisfaction with the Overall Experience

The overall satisfaction findings suggest that:

- In 4Q10, nearly 90 percent of 4Q10 Gas Emergency customers are satisfied with the way Con Edison handled their problem.
- Those who are satisfied overall report that their problem was effectively resolved, that they received a timely response, and that Con Edison representatives were professional, concerned, and knowledgeable. Dissatisfied customers complained about lack of resolution, service delays, and a desire for more information.

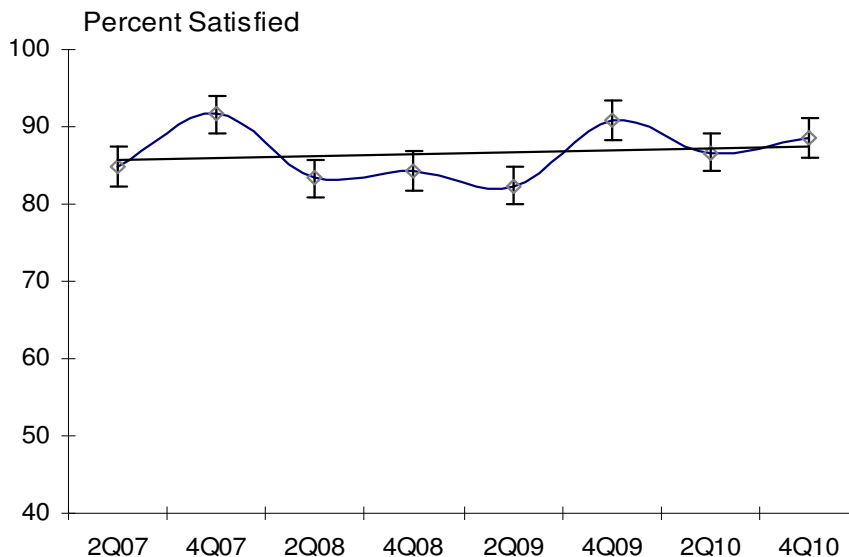
The remainder of this section details the findings.

4Q10: “How satisfied were you with the way your problem was handled by Con Edison?”



As illustrated above, approximately 74 percent of respondents describe themselves as “very satisfied,” and an additional 15 percent describe themselves as “somewhat satisfied” with the way Con Edison handled their problem. Only 10 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 89 percent of 4Q10 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	88.6%	92.6%	81.0%	93.2%	79.4%
Vs. 2Q10	↔	↔	↔	↔	↔

**Satisfied Customers: In
Their Own Words**

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

- Everything was done promptly. The problem was alleviated. I feel safe. There was good service on everyone's part. It was a good job all around.
- I had a gas leak for four days and they went above and beyond. They didn't leave until the gas was out of my house. They did all that they were supposed to do and more. When he wasn't quite sure, he called his supervisor. Both of them worked on my house. They told me who to get to resolve the problem.
- They were great. They did a great job and fixed my problem the same day.

Many respondents reported that their Con Edison field representative **responded quickly to resolve their problem:**

- The original person found a problem that I didn't even know existed and took care of everything very quickly. The work that he did was extremely fast. He was very courteous and professional. Con Edison repaired it quicker than expected, and when I called to have the service turned back on, they told me that it might take as many as eight hours, but it took less than three.
- I called and they came out right away and fixed it. I was shocked that they came out so quickly and fixed everything right away. I was impressed.
- They came out right away at the exact time given and resolved the problem. They were very nice and courteous. This was one of the better experiences. Con Edison does try to work with their customers and that's what I like about the company. When there have been major problems, they have resolved them quickly. They were prompt and knew what they were doing.

Another group of respondents were pleased that their telephone and field representatives **were professional, concerned, and knowledgeable:**

- The serviceman took a sincere interest in helping me to make sure that there was no gas or carbon monoxide. I have high praise for the gentleman that came out, as well as the one on the phone. The man that came out deserves a raise. He was helping me because I was scared. He didn't have to be so concerned for me.
- Everybody did their job well. The lady who answered the phone was very courteous and professional, and the young man that came out was very courteous. They satisfied my need.
- They were very prompt. Everyone seems to be caring and concerned for my safety. Those are very important things. The call was answered right away. The person was concerned with my safety and whoever was here with me. The person that came out checked everything and saw if there was gas escaping. The whole way that it was handled—they were concerned.

Dissatisfied Customers: In Their Own Words

Among those customers who reported overall dissatisfaction with their recent experience, a number noted that their **problem has not yet been resolved or that their problem was poorly or insufficiently addressed**:

- The problem is still not resolved. There is no hot water.
- I am not at all satisfied right now because they have not come and turned the gas back on. They set up a time for the guy to come and turn the gas back on and he didn't show up.
- I wanted more details about what was happening. They left me feeling that the problem was temporarily fixed, instead of absolutely fixed. There was a tube that was believed to be loose and they said they tightened the fitting. I wanted to know if there was a better fitting that could have been bought. I wanted to know the best solution overall, and not a temporary fix.

Others report dissatisfaction because of their **issue not being resolved in a timely manner**:

- It's been over six months and all they have to do is get concrete and fix it. The response time has been horrible.
- I had to deal with it for four or five days to get the service turned on, which should have taken a matter of hours.
- It took so long, and there was never any reason. No one knew why it was taking so long. I went without heat and hot water. I ended up having to call someone higher up in the business to get it done, and I shouldn't have to go through all of that to get it done. My family and I have been a paying customer for years, and it shouldn't take that long to get this done.

Several others report frustration that **Con Edison did not return their call or follow up with them regarding the status of their problem**:

- They never returned my phone call. I had a specific concern, but no one addressed it.
- The problem is still an open issue. Last week I left a message for a representative. I called this morning and he said that he would call me back. He has not.
- They could have done better with their communication. Nothing was achieved. My service was completed, but the person was not adequate.

**Differences Between
Customer Segments**

Comparative analyses indicate:

- ✓ Gas Emergency respondents who said they smelled gas are more likely than those who called about non-emergency problems 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 recall receiving a follow-up call are more likely than those who do 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

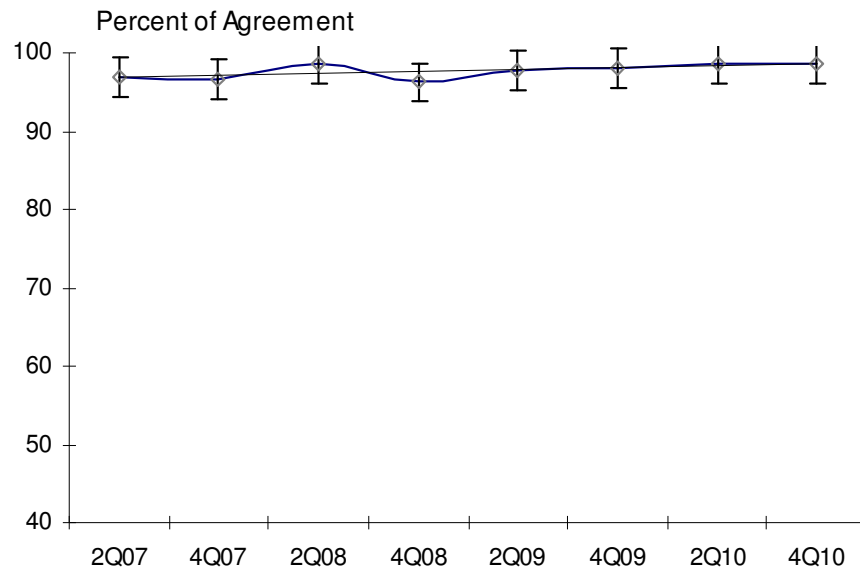
**Satisfaction with
Assistance Center Contact**

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

- Nearly all customers—approximately 99 percent of those surveyed—report that they were able to speak to a Con Edison telephone representative when they called.
- In 4Q10, 91 percent said that the first person with whom they spoke said he or she would be able to help them and roughly 87 percent of respondents reported that their call was picked up promptly. Further, nearly 86 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.”

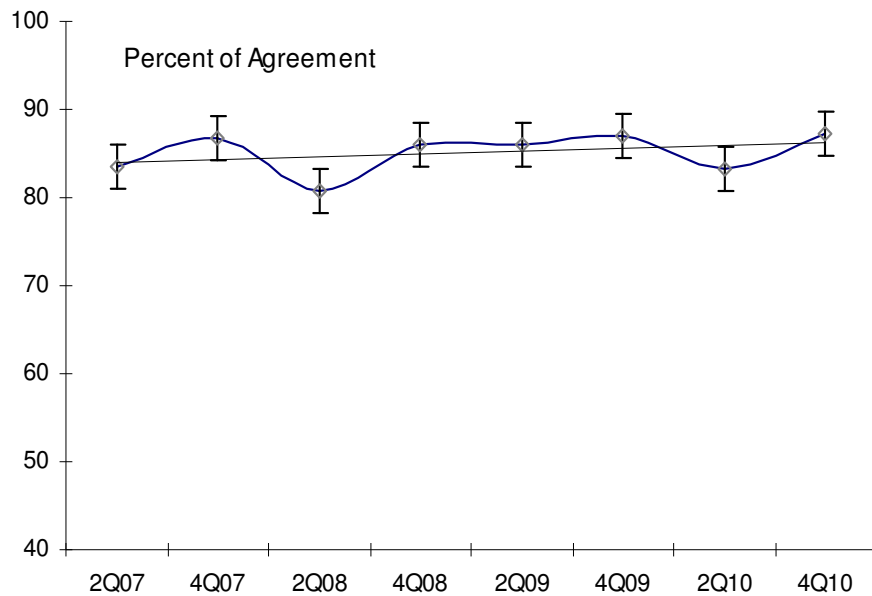


Gas Emergency customer satisfaction with their access to Con Edison telephone representatives remains very high. As indicated, approximately 99 percent of 4Q10 Gas Emergency respondents report that they were able to speak to a telephone representative when they called Con Edison.

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	98.5%	97.1%	100.0%	100.0%	96.8%
Vs. 2Q10	↔	↔	↔	↔	↔

“My call was picked up promptly.”

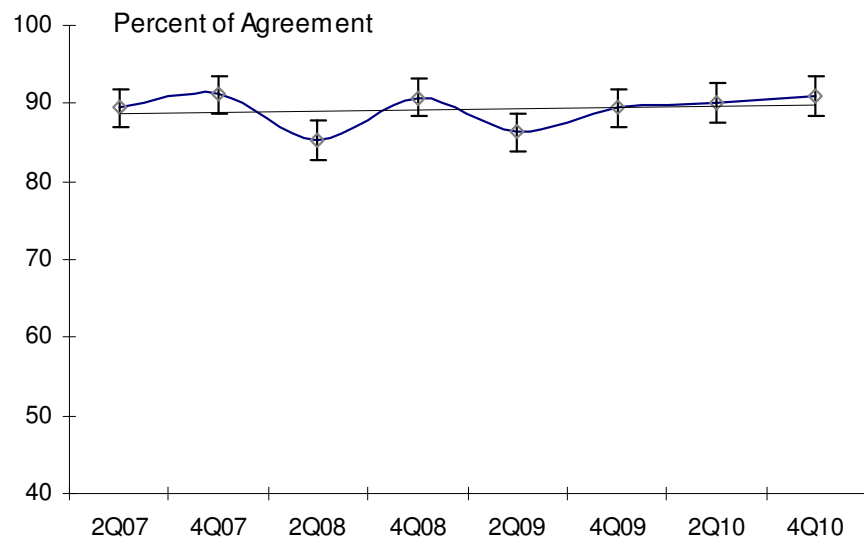


As illustrated, roughly 87 percent of 4Q10 Gas Emergency customers believe that Con Edison picked up their call promptly. Compared to 2Q10, Queens respondents are significantly more likely to report favorable perceptions.

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

	System-Wide	Queens	Bronx	Manhat.	West-chester
Percent of Agreement	87.3%	92.6%	77.1%	90.5%	80.6%
Vs. 2Q10	↔	↑	↔	↔	↔

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



As indicated, 91 percent of 4Q10 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.”

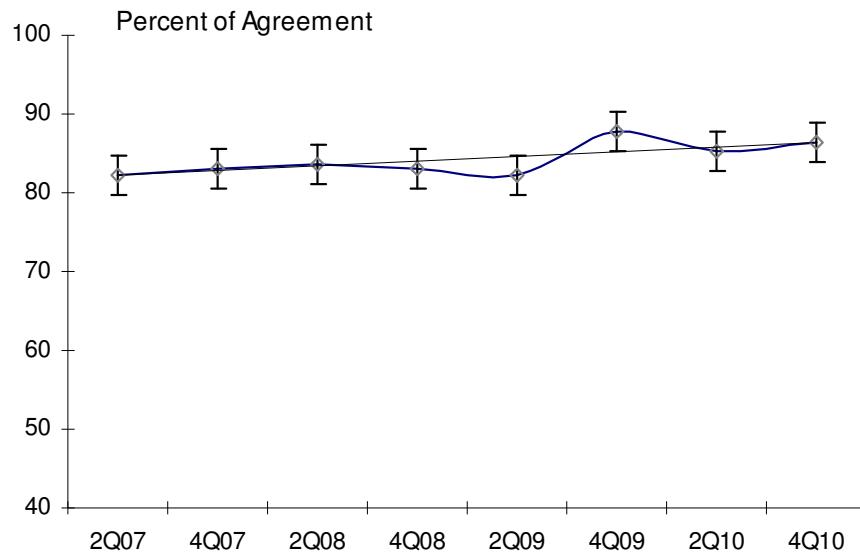
	System-Wide	Queens	Bronx	Manhat.	Westchester
Percent of Agreement	91.0%	92.6%	86.7%	91.9%	90.3%
Vs. 2Q10	↔	↔	↔	↔	↔

*What Did the Telephone
Representative Say?*

As indicated on the previous page, 91 percent of respondents reported that the first person with whom they spoke said he or she would be able to help. **But, approximately 5 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?

- He tried to give me the run-around, saying that there was no paperwork. He said he would have a supervisor call me back, and no supervisor called back. I called a second time and the next person said that they found the paperwork.
- They had to transfer me to someone else and then I had to leave a message.
- They put me on hold while they found someone that could help me.
- They told me that Con Edison wasn't my provider and that I needed to call someone else. They were wrong because Con Edison is my provider.
- They told me that it was an issue for the construction department and they would try to contact them. I didn't hear back from them until last Friday. The calls have been going back and forth since late September.
- They told me to call the next day. They would not give a time for the representative to come out unless I called back the next day.

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



Roughly 86 percent of 4Q10 respondents reported that their telephone representative explained what would be necessary to resolve the problem.

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	86.3%	86.8%	81.9%	90.5%	81.9%
Vs. 2Q10	↔	↔	↔	↔	↔

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

As indicated on the previous page, roughly 86 percent of respondents report that their telephone representative explained what would be necessary to resolve the problem. **But nearly 11 percent believe that their telephone representative failed to provide an explanation.** In response to a follow-up probe:

- Approximately 26 percent of these respondents (or roughly 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.
- Roughly 18 percent of these respondents (or 2 percent of all respondents) said their telephone representative provided an incomplete explanation of what would be necessary to resolve the problem.
- Nearly 47 percent of these respondents (or roughly 5 percent of all respondents) said their telephone representative offered no explanation at all.

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

Comparative analyses indicate:

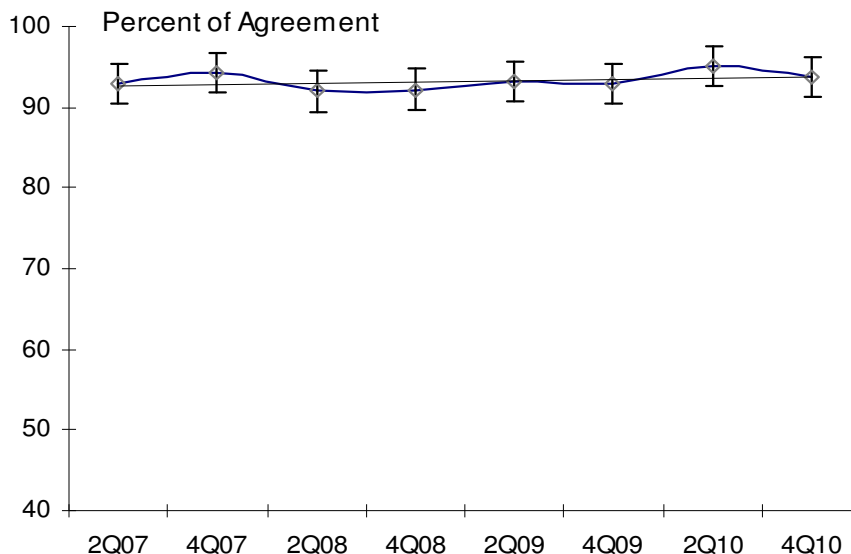
- ✓ Gas Emergency respondents who said they smelled gas are more likely than those who called about meter problems to report that the first person they spoke to said he or she was able to help.
- ✓ Those who rent are more likely than those who own their homes to report that their representative could provide an explanation of what would be necessary to resolve their problem and that their representative failed to provide an explanation.
- ✓ Those who reported receiving a follow-up call are more likely than those who did not to report that they were able to speak to a representative when they called and that their representative could provide an explanation of what would be necessary to resolve their 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 94 percent of 4Q10 respondents reported that their telephone representative was courteous.

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

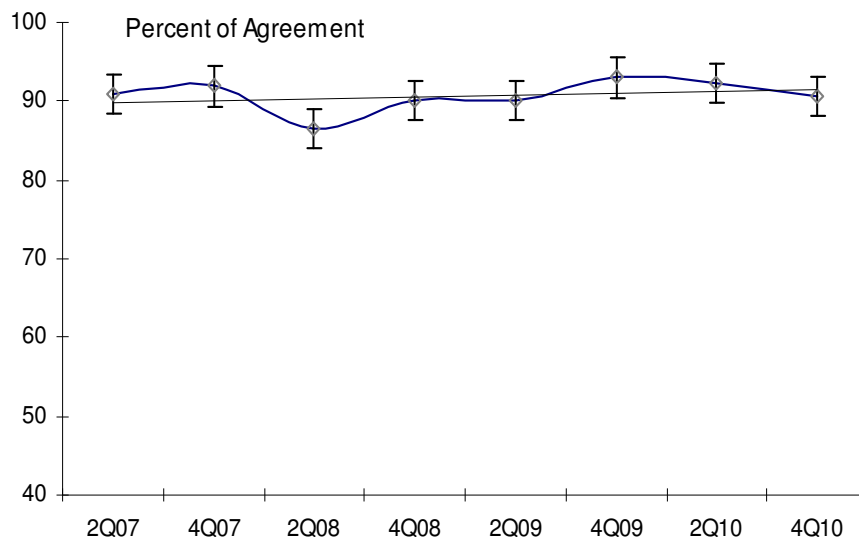
	System-Wide	Queens	Bronx	Manhat.	West-chester
Percent of Agreement	93.7%	92.6%	89.5%	98.6%	90.3%
Vs. 2Q10	↔	↔	↔	↔	↔

In Their Own Words

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

- He told me I needed to get a licensed plumber. I kept explaining to him that I didn't. He kept arguing that their business couldn't ever make a mistake. He was being very rude to me as a customer. It's been over two weeks with no heat. He didn't want to help and kept saying there's a waiting list. He was being very disrespectful.
- She did not seem friendly. She was annoyed with me and did not know what was going on. She was rude and tried to talk over me. When she found out that she was wrong, she did not say she was sorry.
- They did not seem very interested in helping me. They took the position that it was my problem and I had to deal with it.

“The Con Edison telephone representative was concerned about my problem.”



As indicated, roughly 91 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.”

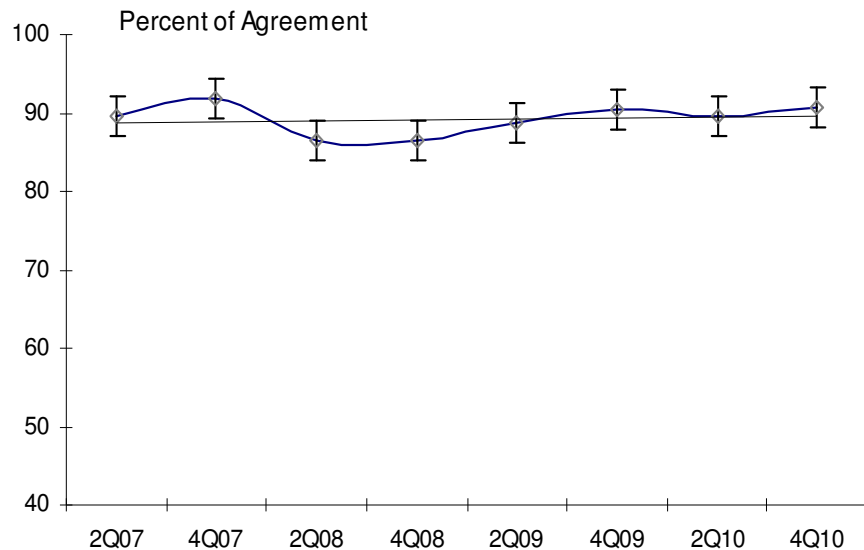
	System-Wide	Queens	Bronx	Manhat.	Westchester
Percent of Agreement	90.7%	91.2%	85.7%	94.6%	87.1%
Vs. 2Q10	↔	↔	↔	↔	↔

In Their Own Words

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

- He told me I had to leave the premises. He didn't sound particularly concerned. He just said those are the rules.
- I bought a house and it was a month and two weeks before I could get the gas turned on. That's over a month without hot water and heat. I don't know how they think that a human being can live like that.
- She didn't sense the urgency of the situation. There was no gas or hot water in the building for ten days and there are children in the building.
- They didn't do anything. I kind of felt that they did not care about my problem.

“The telephone representative who handled my problem seemed knowledgeable.”



As shown, roughly 91 percent of 4Q10 Gas Emergency respondents perceive a high level of knowledge among their Assistance Center telephone representatives.

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

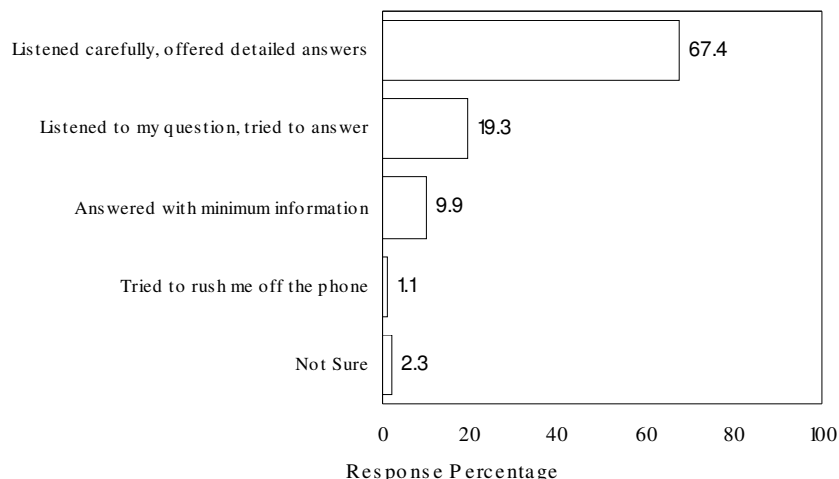
	System-Wide	Queens	Bronx	Manhat.	Westchester
Percent of Agreement	90.7%	92.6%	88.6%	93.2%	83.9%
Vs. 2Q10	↔	↔	↔	↔	↔

In Their Own Words

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

- He didn't try to understand the problem. He was giving us an explanation of how it was not their fault.
- I needed my gas turned on. We went through this whole rigmarole, and she sent the wrong person out. Someone else had to be called.
- She was giving me information that I knew wasn't accurate and then forwarded me to another department.

“The person who answered the phone...”

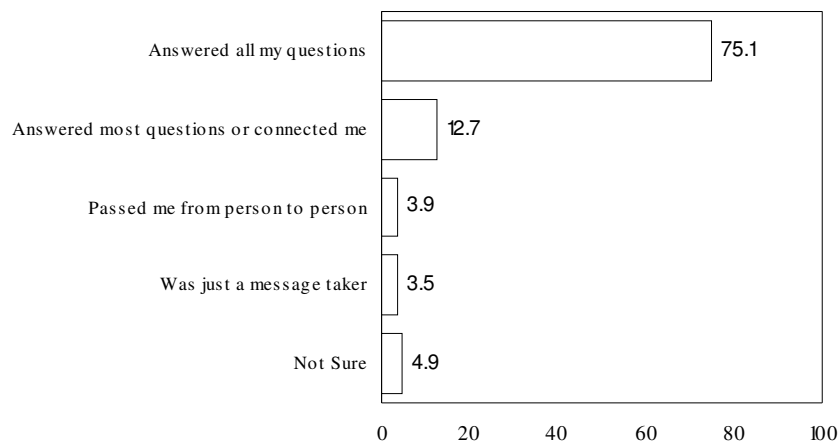


In 4Q10, approximately 87 percent of respondents believe their telephone representative modeled a customer-focused orientation by, at minimum, listening to their question and trying to answer it satisfactorily. Only 11 percent believe that their telephone representative offered minimal information and 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.	Westchester
The person listened carefully, asked questions for clarification, and offered detailed, helpful information.	67.4%	69.1%	62.9%	70.3%	63.2%
The person listened to my question and tried to answer it to my satisfaction.	19.3%	19.1%	24.8%	16.2%	20.0%
The person answered my question with the minimum information and a cool attitude.	9.9%	8.8%	6.7%	12.2%	11.0%
The person acted as if I was bothering him or her and tried to rush me off the phone.	1.1%	0.0%	3.8%	0.0%	2.6%
Satisfied (top 2 rows) Vs. 2Q10	↔	↔	↔	↔	↔

“The person who answered the phone...”

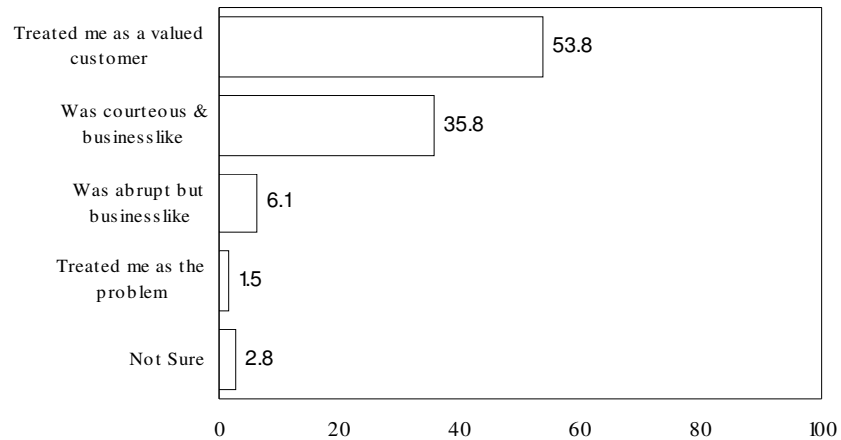


As illustrated, approximately 88 percent of respondents report that the telephone representative who answered the phone was able to answer all or most of their questions. Only about 7 percent suggested that they were not able to readily access someone who could answer their questions.

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

	System-Wide	Queens	Bronx	Manhat.	Westchester
The person answered all my questions.	75.1%	73.5%	78.1%	79.7%	65.8%
The person answered most questions or connected me with someone who could.	12.7%	14.7%	11.4%	9.5%	16.1%
I got passed from person to person. Eventually I got an answer from someone.	3.9%	4.4%	5.7%	1.4%	5.8%
The person was just a message-taker. Someone had to call me back later.	3.5%	1.5%	2.9%	5.4%	4.5%
Satisfied (top 2 rows) Vs. 2Q10	↔	↔	↔	↔	↔

“The person who answered
the phone...”



In 4Q10, roughly 90 percent of respondents report that their telephone representative treated them as a valued customer or was courteous and businesslike. Only about 8 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.	Westchester
The person treated me as a valued customer.	53.8%	50.0%	61.0%	56.8%	47.7%
The person was very courteous and businesslike.	35.8%	41.2%	26.7%	32.4%	41.3%
The person was abrupt but businesslike.	6.1%	2.9%	7.6%	8.1%	7.1%
The person treated me as if I were the problem.	1.5%	1.5%	2.9%	0.0%	3.2%
Satisfied (top 2 rows) Vs. 2Q10	↔	↔	↔	↔	↔

Comparative analyses indicate:

- ✓ Respondents who rent are more likely than those who own their homes to report that their representative was courteous, concerned, and knowledgeable.
- ✓ Asian/Pacific Islander respondents are less likely than all other respondents to report that their representative was courteous, concerned, and knowledgeable.
- ✓ Respondents who received a follow-up call are more likely than those who did not to report that their telephone representative was concerned and knowledgeable about their problem.

Satisfaction with On-Site Service

Of those who called Con Edison about a gas emergency, roughly 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

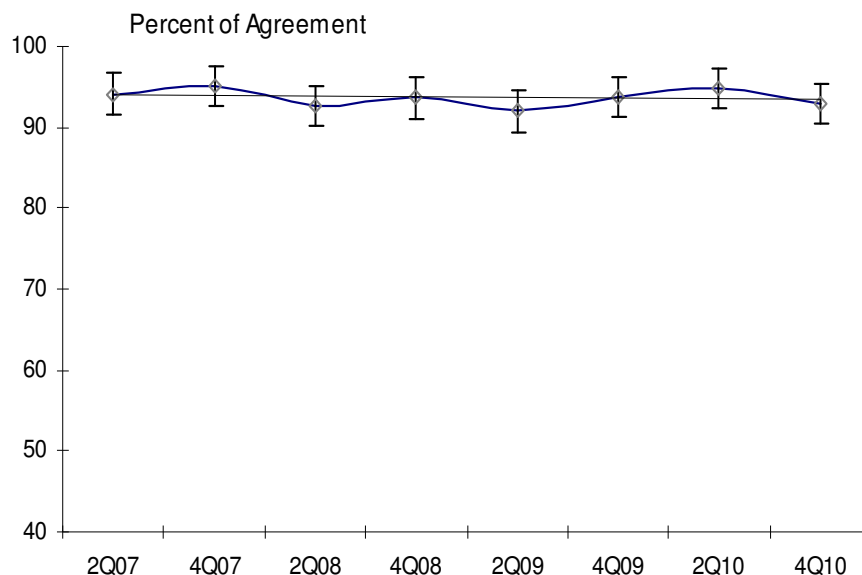
Satisfaction with On-Site Service Contacts

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

- In 4Q10, 93 percent of respondents are satisfied with the speed of Con Edison's efforts to address their problem.
- Additionally, 84 percent report that Con Edison resolved their problem. Further, approximately 83 percent of those whose problems were resolved reported that their problem was resolved within four hours.
- However, only roughly 14 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.”

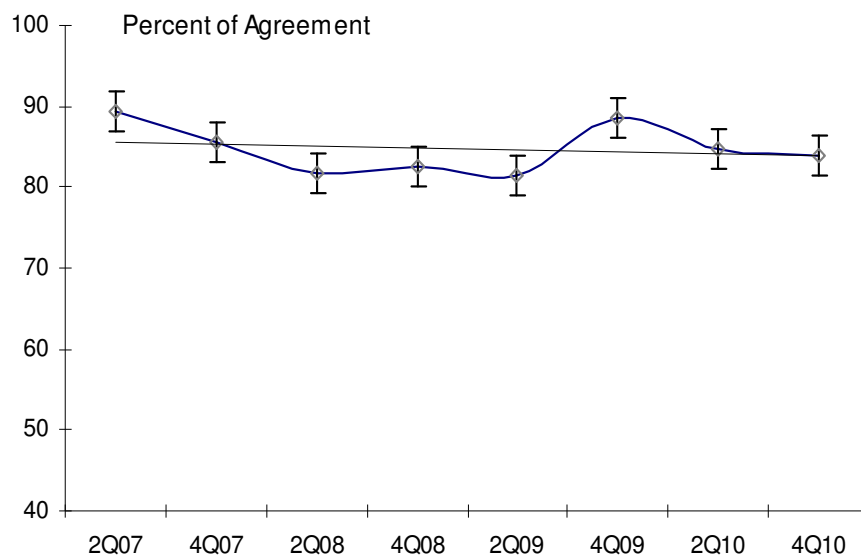


As illustrated, 93 percent of 4Q10 Gas Emergency respondents were pleased with the amount of time it took for their field representative to arrive.

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	93.0%	93.7%	91.0%	95.7%	87.6%
Vs. 2Q10	↔	↔	↔	↔	↔

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

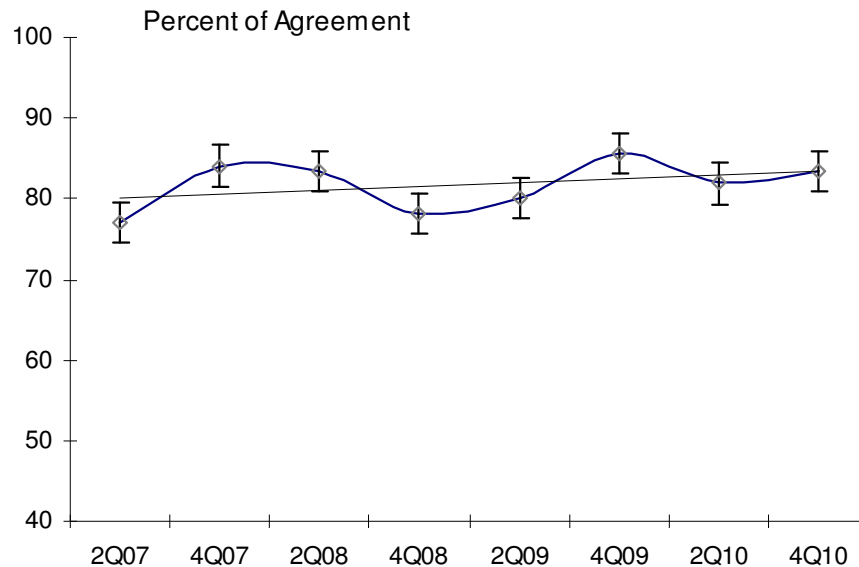


In 4Q10, 84 percent of Gas Emergency customers report that their field representative was able to clearly resolve their problem.

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

	System-Wide	Queens	Bronx	Manhat.	Westchester
Percent of Agreement	84.0%	84.1%	85.9%	87.1%	75.9%
Vs. 2Q10	↔	↔	↔	↔	↔

Among those with resolved problems (84%): “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, nearly 83 percent indicated that the work was finished within four hours of their call to Con Edison. Respondents from the Bronx are significantly more likely than in 2Q10 to agree, and Westchester respondents are significantly less likely than in 2Q10 to agree.

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	83.3%	82.1%	88.2%	89.1%	67.5%
Vs. 2Q10	↔	↔	↑	↔	↓

Among those with unresolved problems (12%): "In what way was the problem not resolved by the field representative's visit to your home?"

As previously indicated, 84 percent of respondents reported that the field representative resolved their problem. **However, roughly 12 percent claimed that Con Edison left their problem unresolved.** Interviewers asked this group of respondents to elaborate.

A number of these customers report either that **Con Edison has still not fixed their problem, could not find a problem, or attributed the problem to someone else:**

- He could not find any evidence of a gas leak. He gave me reasons why I might smell gas and assured me that Con Edison would follow up with the problem.
- It's not his part. We have to wait for the plumbers to get here. It's not his mistake. It's our plumber's fault and not Con Edison's.
- The gas is not on and he told us to live with it because it was going to be six to eight weeks before we could get it fixed. He had no compassion at all. It was a very unpleasant situation.
- They came and determined there was a leak, but the leak hasn't been fixed yet. We are waiting for someone to come and fix the problem. This is a very dangerous situation.

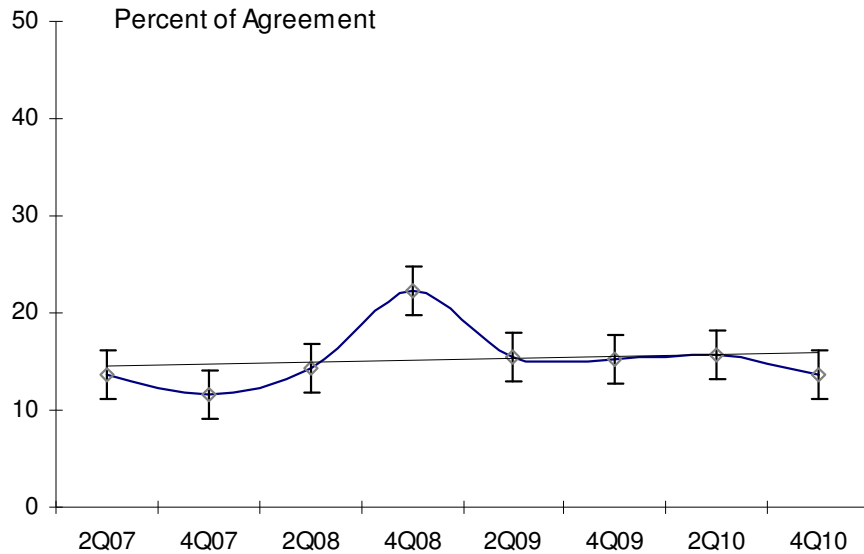
Several customers said that **Con Edison referred them to someone else to fix the problem:**

- He couldn't find any leaks. He told us to contact the manufacturer of the stove.
- He took a look and said that he would forward it on. A snow plow could run over the valve and knock it off or damage his plow.
- He was the wrong person. He said we needed to deal with another division.

Among those with unresolved problems (12%): "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: nearly 56 percent of those with unresolved problems said the field representative offered a satisfactory explanation. However, roughly 34 percent (about 4 percent of overall 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.”



Only approximately 14 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	13.7%	10.3%	19.0%	16.2%	9.7%
Vs. 2Q10	↔	↔	↔	↔	↔

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

Comparative analyses indicate:

- ✓ Gas Emergency respondents who called with a non-emergency problem are less likely than all other respondents to report that their field representative was able to clearly resolve their problem.
- ✓ Those who rent are more likely than those who own their homes to report that their field representative clearly resolved their problem, did so within four hours of their call to Con Edison, and that they received a follow-up call.
- ✓ Hispanic/Latino respondents are more likely than Asian/Pacific Islander respondents to report that their field representative responded within four hours of their call to Con Edison.
- ✓ Low-income respondents are more likely than those with higher incomes to report that their field representative clearly resolved their problem.
- ✓ Gas Emergency respondents who reported receiving a follow-up call are more likely than those who did not to report that their field representative was able to clearly resolve their problem.

**Satisfaction with On-Site
Field Representatives**

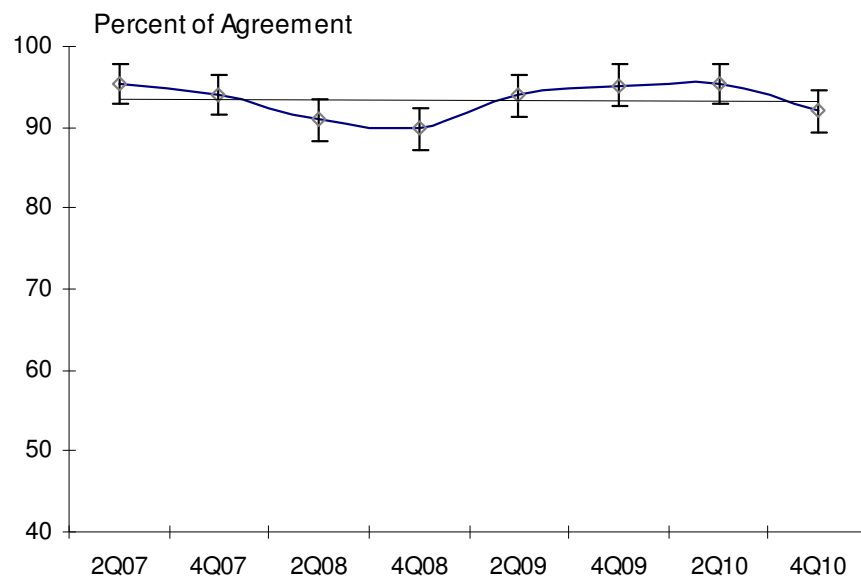
The previous section examines customers' perceptions of *what* Con Edison and its field representative did for them. This section examines customers' perceptions of *how* they did it. In other words, this section explores Gas Emergency respondents' impressions of the demeanor exhibited by the on-site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

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

- Well over than 90 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.”

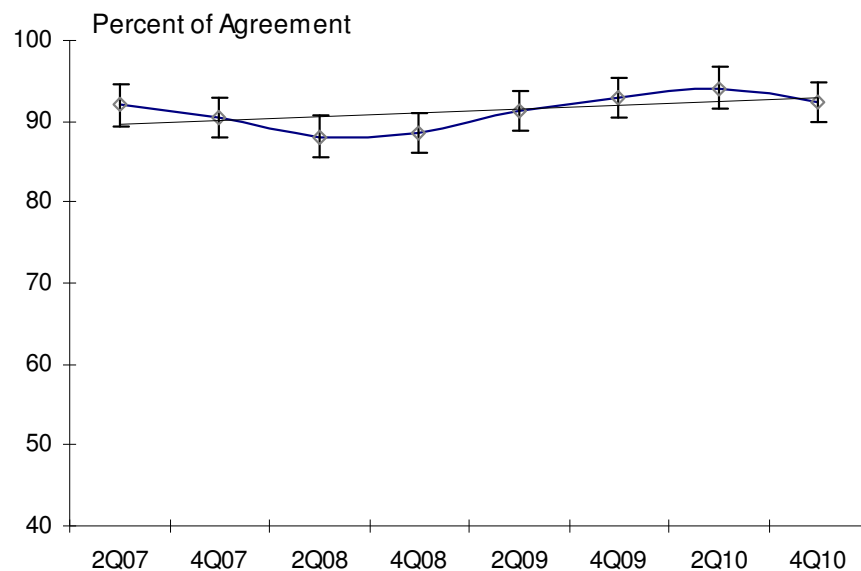


As indicated, 92 percent of 4Q10 Gas Emergency respondents are satisfied with the courtesy demonstrated by their field representative.

Table 17: “The field representative was courteous.”

	System-Wide	Queens	Bronx	Manhat.	Westchester
Percent of Agreement	92.0%	93.7%	93.6%	90.0%	91.0%
Vs. 2Q10	↔	↔	↔	↔	↔

“The field representative
seemed concerned about
my problem.”

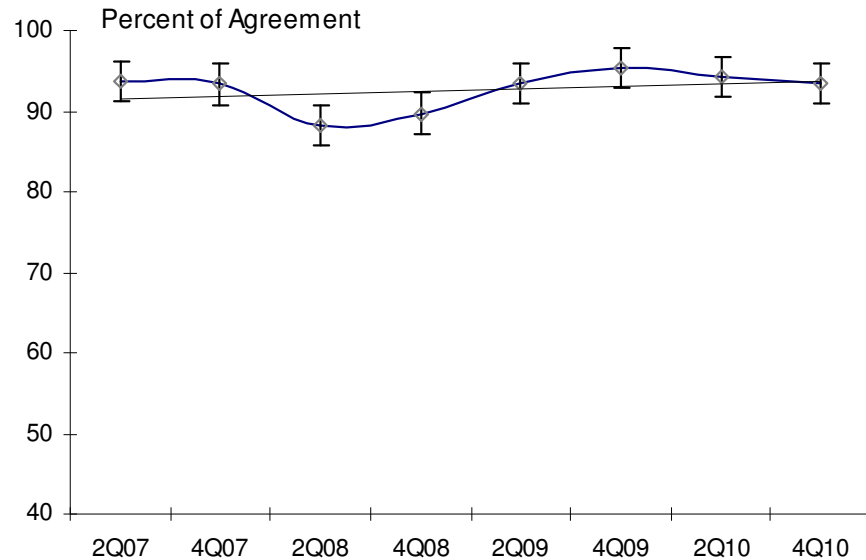


In 4Q10, approximately 92 percent of respondents reported that their field representative seemed concerned about their problem.

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

	System-Wide	Queens	Bronx	Manhat.	West-chester
Percent of Agreement	92.4%	93.7%	89.7%	92.9%	91.0%
Vs. 2Q10	↔	↔	↔	↔	↔

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



As indicated, approximately 93 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	93.4%	92.1%	93.6%	95.7%	91.0%
Vs. 2Q10	↔	↔	↔	↔	↔

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

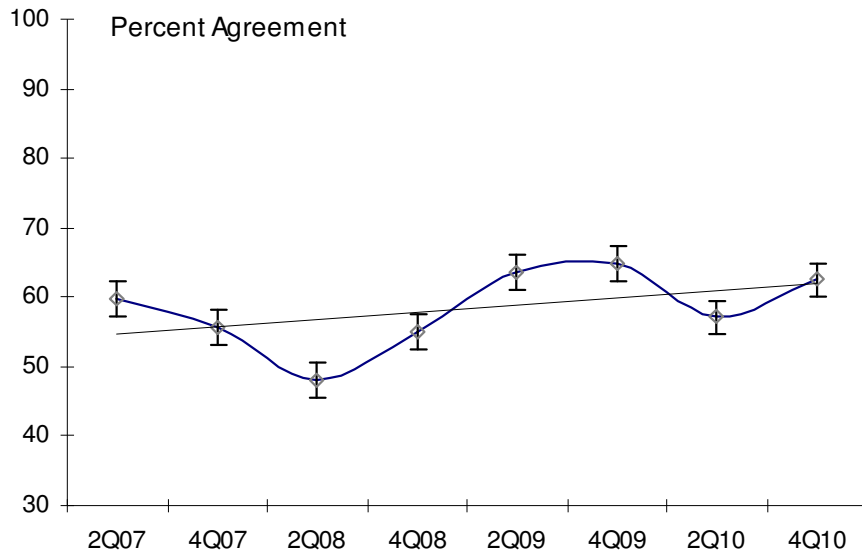
Comparative analyses indicate:

- ✓ Those who rent are more likely than those who own their homes to report that their field representative was concerned and knowledgeable about their problem.

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."

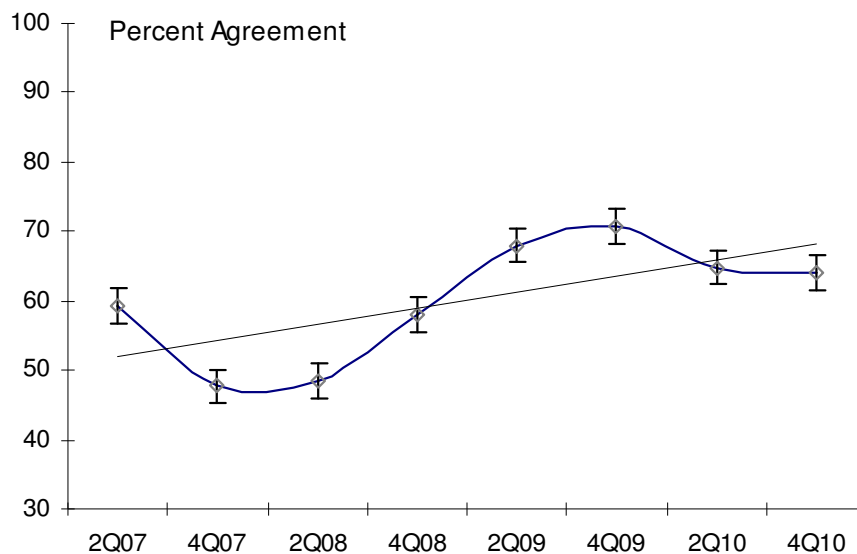


As indicated, approximately 63 percent of Gas Emergency respondents believe that Con Edison provides better service than Verizon, a significant increase from the 2Q10 finding.

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

	System-Wide	Queens	Bronx	Manhat.	Westchester
Percent of Agreement	62.5%	64.7%	58.1%	63.5%	60.6%
Vs. 2Q10	↑	↔	↔	↔	↔

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

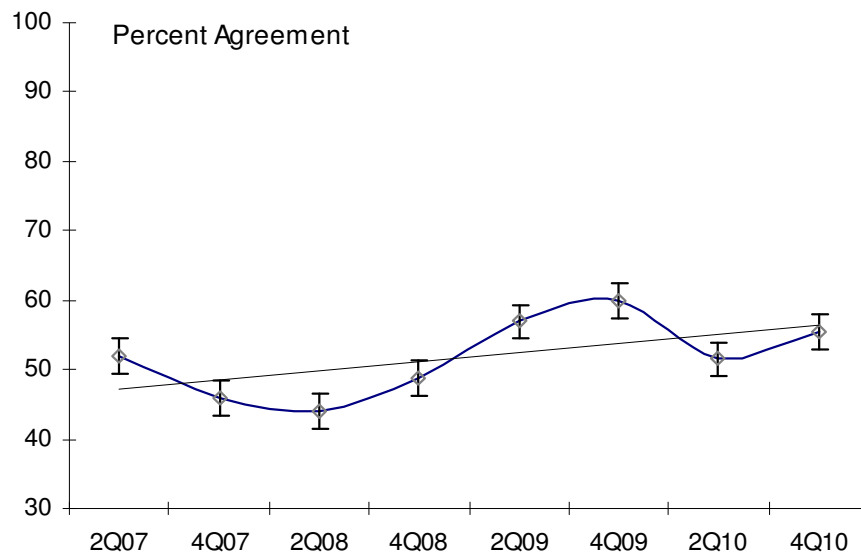


In 4Q10, 64 percent of respondents believe that Con Edison provides better service than their local cable TV company.

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

	System-Wide	Queens	Bronx	Manhat.	Westchester
Percent of Agreement	64.0%	67.6%	61.0%	60.8%	65.8%
Vs. 2Q10	↔	↔	↔	↔	↔

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

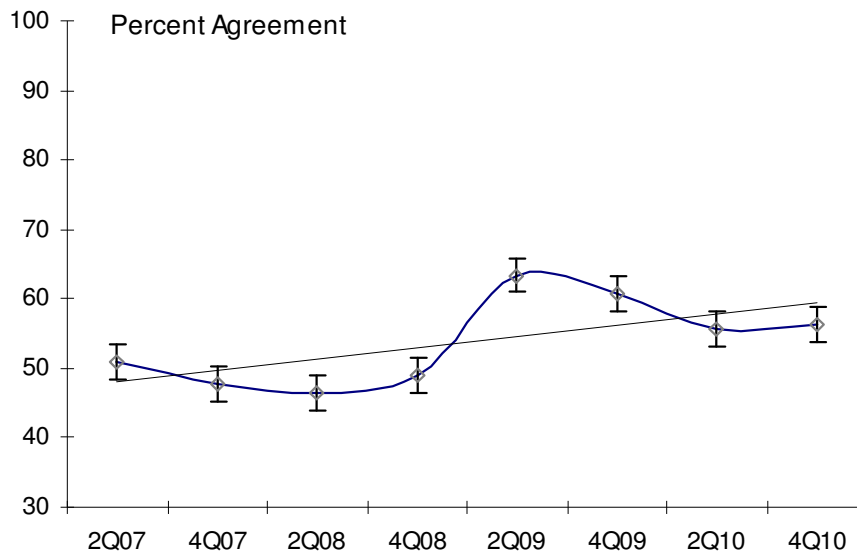


As shown, approximately 55 percent of respondents report that Con Edison provides better service than local plumbers and electricians.

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	55.4%	57.4%	47.6%	55.4%	60.0%
Vs. 2Q10	↔	↔	↔	↔	↔

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

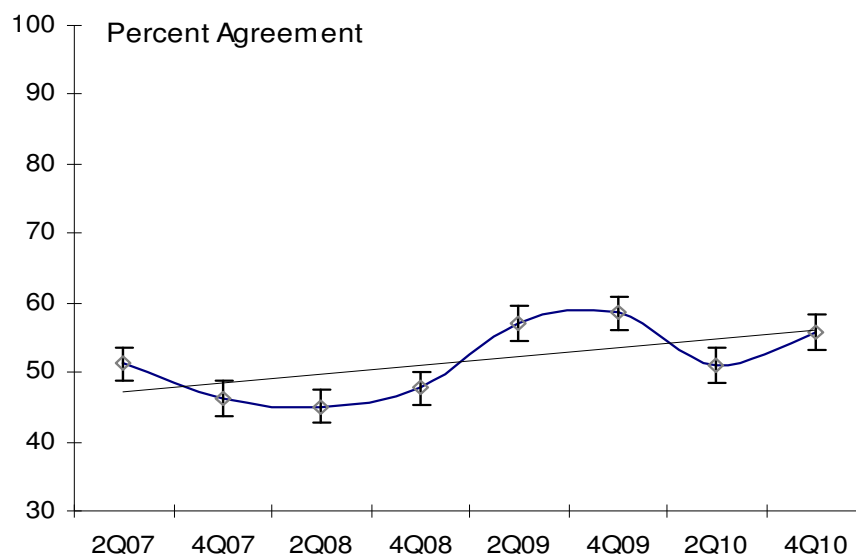


As shown, roughly 56 percent of respondents believe that Con Edison provides better service than credit card companies.

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	56.3%	54.4%	52.4%	59.5%	58.1%
Vs. 2Q10	↔	↔	↔	↔	↔

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



As shown, approximately 56 percent of respondents believe that Con Edison provides better service than stores that deliver and install merchandise, a significant increase from the 2Q10 finding.

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

	System-Wide	Queens	Bronx	Manhat.	Westchester
Percent of Agreement	55.8%	55.9%	50.5%	45.9%	56.8%
Vs. 2Q10	↑	↔	↔	↔	↔

Comparative analyses indicate:

- ✓ Those respondents who rent their homes are more likely than those who own to compare Con Edison's service more favorably than the service of Verizon, their local cable TV company, credit card companies such as Visa and MasterCard, and stores that deliver and install merchandise.
- ✓ Hispanic/Latino respondents are more likely than Asian/Pacific Islander respondents to rate Con Edison's service more favorably than that of stores that deliver and install merchandise.
- ✓ Low-income respondents are more likely than higher income respondents to rate Con Edison's service more favorably than that of Verizon and stores that deliver and install merchandise.
- ✓ Gas Emergency respondents who recall receiving a follow-up call are more likely than those who do not to report that Con Edison provides better service than the service of Verizon, local tradesman such as plumbers and electricians, credit card companies such as Visa and MasterCard, and stores that deliver and install merchandise.

Sample Composition

This section details the composition of the 4Q10 Gas Emergency respondent sample.

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

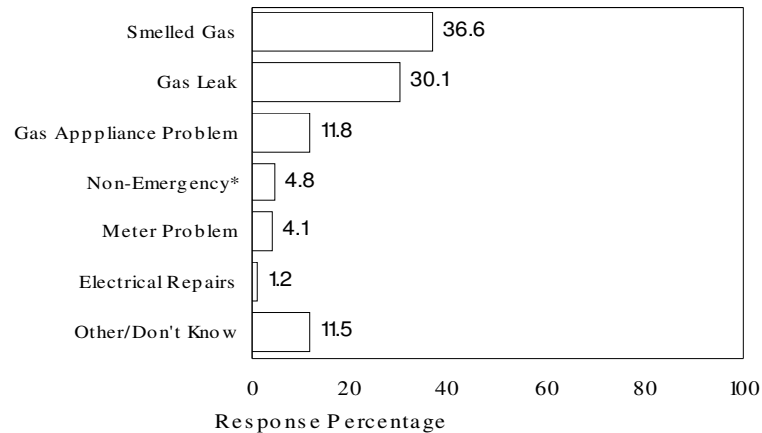


Table 25: “What exactly was the nature of the problem you had with your gas?”

	System-Wide	Queens	Bronx	Manhat.	West-chester
Smelled gas	36.6%	32.4%	33.3%	40.5%	40.9%
Needed gas leak repair	30.1%	30.9%	23.8%	31.1%	33.1%
Gas app. problem	11.8%	16.2%	18.1%	5.4%	8.4%
Non-emergency calls*	4.8%	7.4%	3.8%	2.7%	4.5%
Meter problems	4.1%	5.9%	6.7%	1.4%	3.2%
Electrical repairs	1.2%	0.0%	1.9%	1.4%	2.6%
Other/Don't know	11.5%	7.4%	12.4%	17.6%	7.1%

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

Table 26: Demographic Breakouts

Demographic Type	Demographic	Percentage
Home Ownership	Own	43.9%
	Rent	49.3%
	Don't Know/Refused	6.8%
Age	18-25	7.4%
	26-35	20.3%
	36-45	17.7%
	46-55	17.5%
	56-65	11.5%
	Over 65	18.2%
	Don't Know/Refused	7.3%
Race	African-American	14.4%
	Caucasian	47.5%
	Hispanic/Latino	10.2%
	Asian/Pacific Islander	8.4%
	Native American	0.4%
	Other	6.0%
	Don't Know/Refused	13.1%
Income	Less than \$20K	15.1%
	\$20K to 50K	15.9%
	\$50K to 75K	13.0%
	\$75K to 100K	8.2%
	\$100K or more	19.0%
	Don't Know/Refused	28.7%
Borough	Queens	16.9%
	Bronx	26.1%
	Manhattan	18.4%
	Westchester	38.6%

Summary Study overview:

- Survey data collected by telephone in November and December, 2010
- 402 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 4Q10, the Gas CCSI exceeds the PSC target by 4.8 points.

	4Q10 CCSI	Vs 2Q10	PSC Target
Gas Emergency	92.9	+0.4	88.1

- **Rating of Satisfaction with Recent Service.** Approximately 89 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 74 percent described themselves as *very* satisfied and an additional 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 2Q10 findings.

Gas: Assistance Center-Related Survey Items	% Agree	Vs. 2Q10
I was able to speak to a Con Edison telephone representative when I called. (C)	98.5%	↔
The Con Edison telephone representative was courteous. (R)	93.7%	↔
The first person I spoke with said he or she would be able to help me. (C)	91.0%	↔
The Con Edison telephone representative was concerned about my problem. (R)	90.7%	↔
The telephone representative who handled my problem seemed knowledgeable. (R)	90.7%	↔
My call was picked up promptly. (C)	87.3%	↔
The Con Edison telephone representative explained what would be necessary to resolve the problem. (C)	86.3%	↔

As indicated, more than 85 percent of Gas Emergency customers are satisfied all aspects of their Assistance Center contact.

- 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 2Q10 findings.

Gas Emergency: On-Site Service-Related Survey Items	% Agree	Vs. 2Q10
The field representative who handled my problem seemed knowledgeable. (R)	93.4%	↔
The Con Edison field representative came out in a reasonable period of time. (C)	93.0%	↔
The field representative seemed concerned about my problem. (R)	92.4%	↔
The field representative was courteous. (R)	92.0%	↔
The field representative was able to clearly resolve my problem. (C)	84.0%	↔
(Among those with “resolved” problems) My problem was resolved within four hours of the time I called Con Edison. (C)	83.3%	↔
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)	13.7%	↔

In 4Q10, more than 90 percent of Gas Emergency callers are satisfied that their field representative was knowledgeable, concerned, and courteous, and arrived on site in a reasonable amount of time. However, only about 14 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 4Q10 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 96.5. But among those who are only “somewhat satisfied,” the average CCSI is 84.2, which falls short of the PSC target by 3.9 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 4Q10, only about 14 percent of respondents recall receiving a follow-up call from Con Edison indicating that their problem had been resolved. As in previous years, across a number of survey items, perceptions of those who did receive such a call are significantly more favorable than those of respondents who did not receive a follow-up call. Con Edison may wish to consider continuing to increase the frequency of such calls whenever possible.
3. As in prior studies, a substantial number of customers report that they called about issues that do not constitute gas emergencies—such as outside repairs or billing problems. To get a truer measure of emergency response, Con Edison may wish to ensure that only true gas emergency callers are included in the study.
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.

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 Responding in a reasonable amount of time ¹³
Queens	Effectively solving customer problems ¹⁴ Ensuring customers are able to speak to a representative when they call ³ Responding in a reasonable amount of time ¹³
Bronx	Responding in a reasonable amount of time ¹³ Demonstrating concern when handling customer problems ⁸ Effectively solving customer problems ¹⁴
Manhattan	Effectively solving customer problems ¹⁴ Demonstrating concern when handling customer problems ⁸
Westchester	Demonstrating knowledge when handling customer problems ⁹ Effectively solving customer problems ¹⁴ Responding in a reasonable amount of time ¹³

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.