

Pennsylvania Approach

66 Pennsylvania Code § 2801-2812

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Overview of Service Quality
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66 Pa. Code § 2801-2812

Restructuring (Separation of Generation From T&D) Does Not Mean Declines In Service Quality are Acceptable

Section 2804(1) Requires The Commission To “Ensure The Continuation Of Safe And Reliable Electric Service.”


52 Pa. Code §§54.151-156

Regulations on Service Quality

- 54.151 - Scope and Purpose
- 54.152 - Definitions (Focus)
- 54.153 - Reporting Requirements
- 54.154 - Customer Surveys
- 54.155 - Informal Complaints to BCS
- 54.156 - Annual Report

54.151 - Purpose

“establishes a means by which the Commission can develop uniform measurement and reporting to assure that the customer services of the EDCs are maintained, at a minimum, at the same level of quality under retail competition”



54.152 - Definitions

BCS—The Bureau of Consumer Services of the Commission.

Call abandonment rate—The number of calls to an EDC's call center or business office that were abandoned divided by the total number of calls received at the EDC's telephone call center or business office.

EDC—Electric Distribution Company—The term defined in section 2803 of the code.

Infraction—A misapplication of a Commission regulation, particularly the standards and billing practices for residential service.

Infraction rate—The number of informally verified infractions per 1,000 residential customers.

Reporting Requirements

In Place since 1999.

Annual Report with the Secretary of the Commission on or before February 1.

Data, reported by month, as well as a 12-month cumulative average for the preceding calendar year.

Each report shall include the name and telephone number of the utility contact person responsible for the report.

Result: Statistical Reliability & Utility Accountability

What Records To Keep

Telephone Calls.

- * The percent of calls answered at each EDC's call center or business office, or both, within 30 seconds with the EDC representative ready to render assistance and to accept information necessary to process the call.
- * An acknowledgment that the customer or applicant is waiting on the line does not constitute an answer. If the EDC reports data for more than one call center or business office, the EDC should also provide the combined percent of calls answered within 30 seconds for the EDC as a whole.
- * The average busy-out rate for each call center business office, or both. If the EDC reports data for more than one call center or business office, the EDC should also provide the combined busy-out rate for the EDC as a whole.
- * The call abandonment rate for each call center or business office, or both. If the EDC reports data for more than one call center or business office, the EDC should also provide the combined call abandonment rate for the EDC as a whole.

What Records To Keep

Billing

- * The number and percent of residential bills that the EDC failed to render once every billing period to residential ratepayers.
- * The number and percent of bills that the EDC failed to render once every billing period to small business customers.

Meter reading.

- * The number and percent of residential meters for which the company has failed to obtain an actual or ratepayer supplied reading within the past 6 months to verify the accuracy of estimated readings.
- * The number and percent of residential meters for which the company has failed to obtain an actual meter reading within the past 12 months to verify the accuracy of the readings, either estimated or ratepayer read.
- * The number and percent of residential remote meters for which it has failed to obtain an actual meter reading under the required time frame.

Disputes & Comparative Analysis

Response to Disputes.

The actual number of disputes as described in Chapter 56 (residential customer regulations), Subchapter F (relating to disputes; termination disputes; informal and formal complaints) for which the company did not provide a response to the complaining party within **30 days of the initiation of the dispute.**

Comparison of Service Quality.

Each EDC report to the Commission shall contain an analysis and comparison of the quality of service data in each performance area **during the past 6 months with its previous service quality** in these areas.

