



CPUC Data Dashboard

Energy Utility Residential Customer Satisfaction

Policy & Planning Division

California Public Utilities Commission

San Francisco, CA





Purpose of the Data Dashboard Project

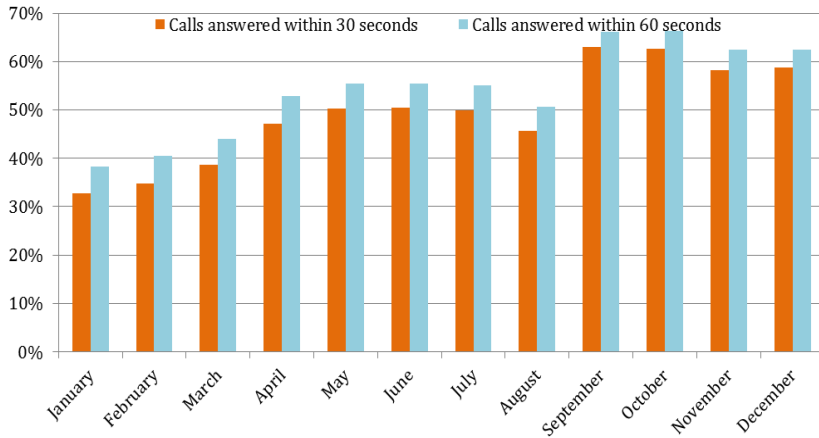
- ✓ Publish key datasets in 9 general data categories to shed light on utility performance in a publicly accessible manner.
 1. Residential electric usage and bill data
 - 2. Customer satisfaction**
 3. Customer engagement
 4. System efficiency
 5. Safety
 6. Network support services
 7. Environmental goals performance
 8. Utility workforce
 9. Research and development projects
- ✓ Enable customers to have visibility to how their usage and rates compare with others and gain insights into the overall energy infrastructure and performance in the state
- ✓ Provide policy makers an added tool to better guide their decision-making and to increase the transparency on utility activities in areas that impact the public.



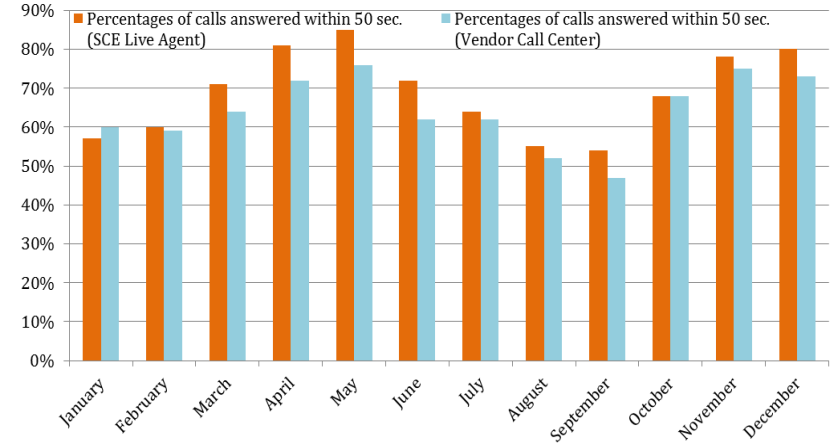
Call Center Response

Residential customers calling utilities usually wait approximately up to 60 seconds before a customer representative receives their call.

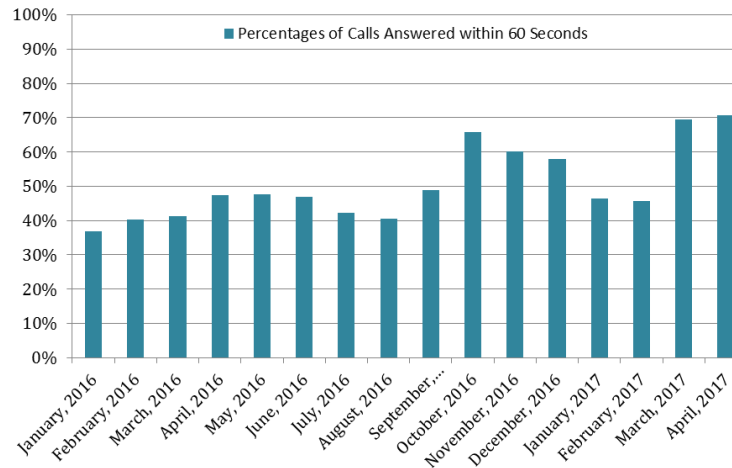
PG&E (2016)



SCE (2016)



SDG&E (2016-17)





Order Fulfillment

When residential customers request to turn on/off service, restore service, or resolve billing disputes, the time required to fulfil these orders is an additional customer satisfaction metric.

SCE (2016)

Reconnection		Power Turn On		Power Turn Off		Billing Inquiry	
Orders	Avg. Hours	Orders	Avg. Hours	Orders	Avg. Days	Orders	Avg. Days
25,769	3	71,681	20	21,583	1.41	112	5.95

PG&E (2016)

Gas Turn On		Gas Turn Off		All Other Service Orders		Total	
Orders	Avg. days	Orders	Avg. days	Orders	Avg. days	Orders	Avg. days
39,493	3.43	24,510	4.18	149,028	4.02	213,031	3.93



Missed Appointments

The frequency of missed utility appointments that require residential customers to be present to address a service issue is a measure of customer satisfaction.

PG&E (2016)

	# Missed	% Missed
Problems with Meters	385	12%
Gas Service	14,490	2.8%
Electric Service	N/A	N/A

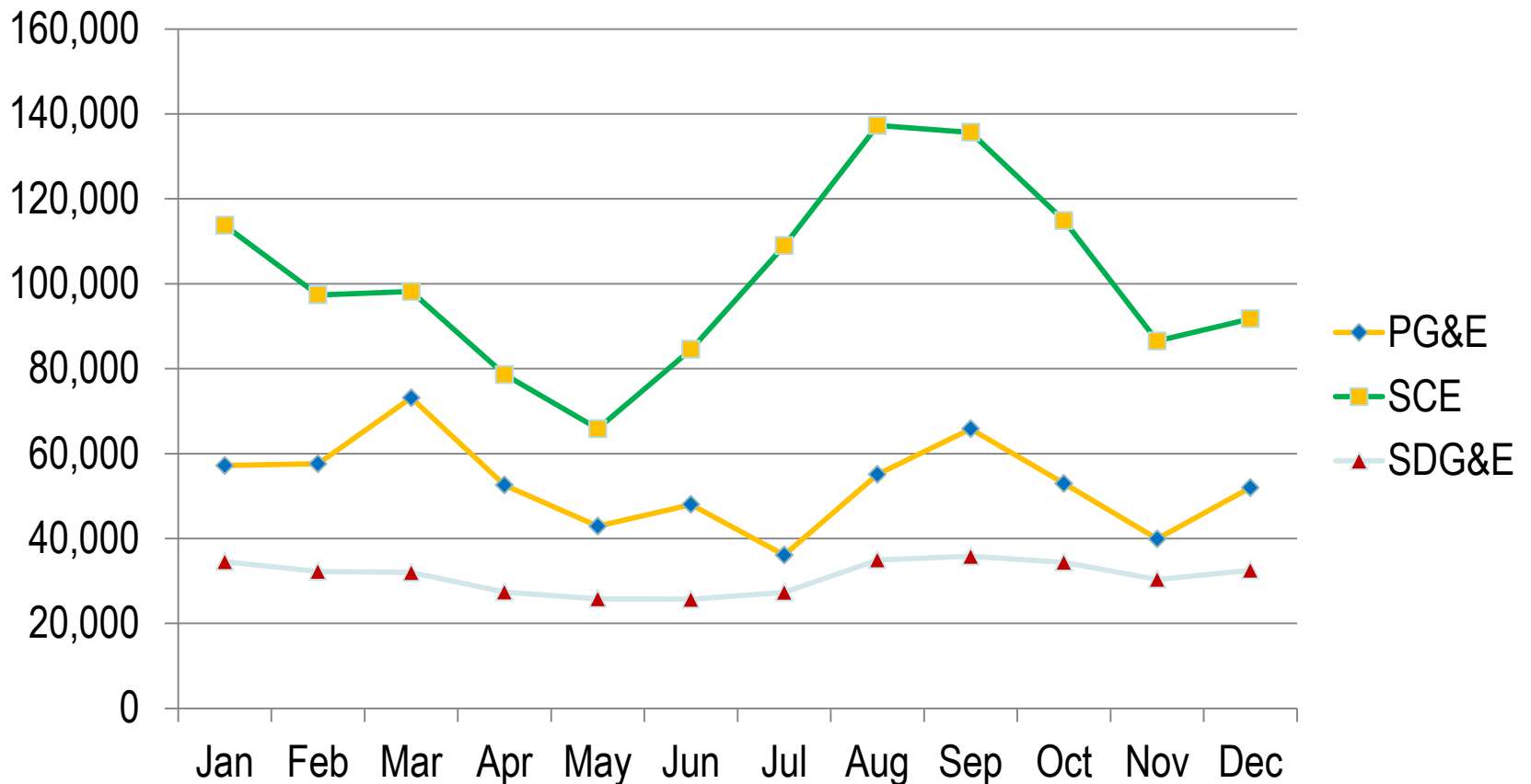
SDG&E (2016)

	# Missed	# On Time	Total	% Missed
Problems with Meters	1	285	286	0.4%
Gas Leak	0	32,004	32,004	0%
Service Reconnection	76	43,144	43,220	0.2%
Inspections	5	11,125	11,130	0.1%
All other appointments	68	30,506	30,574	0.2%

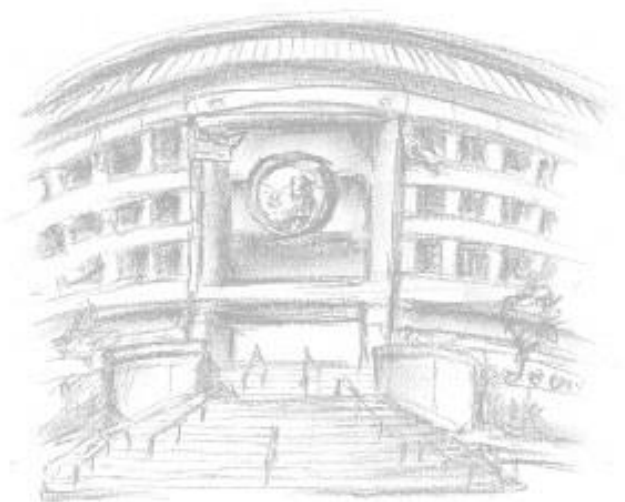


Avoided Service Disconnections

Avoided residential service disconnections can enhance service quality and customer satisfaction.



6 Note: the avoided disconnections stats depict in the graph refers to the number of repayment plans or billing arrangements. These were negotiated between the utility and customer to avoid disconnections.



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**Rajan Mutialu – Rajan.Mutialu@cpuc.ca.gov
Marzia Zafar – Marzia.Zafar@cpuc.ca.gov**