

Quality of Life Result: Every Connecticut resident will have access to safe, reliable and fairly priced utility services.

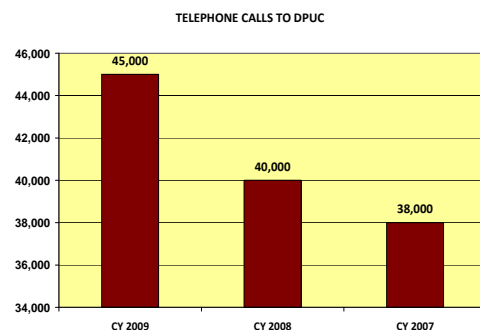
Contribution to the Result: The DPUC provides a centralized (or one stop shopping) point where utility customers can get their questions answered accurately and their complaints documented, heard, investigated and resolved.

Actual SFY 10 Total Program Expenditures: State Funding: \$0 Federal Funding: \$0 Other Funding: \$1,700,000 (Consumer Counsel/Public Utility Fund)

Actual SFY 11 Total Program Expenditures: State Funding: \$0 Federal Funding: \$0 Other Funding: \$1,650,000 (Consumer Counsel/Public Utility Fund)

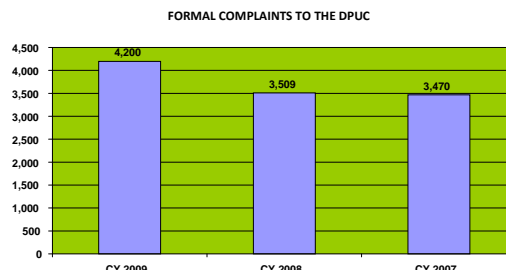
Partners: Members of the Public, Elected Officials, Municipalities, Department of Social Services, Department of Children and Families, Department of Consumer Protection, Office of Consumer Counsel, Office of the Attorney General, Connecticut Economic Resource Center, InfoLine, Community Action Agencies, Social Service Agencies/Organizations, Operation Fuel, Energy Assistance Organizations, Commercial and Business Associations and Organizations, Legal Aid, Medical Community and Connecticut's Utility Companies

Performance Measure 1: Number of calls to the DPUC.



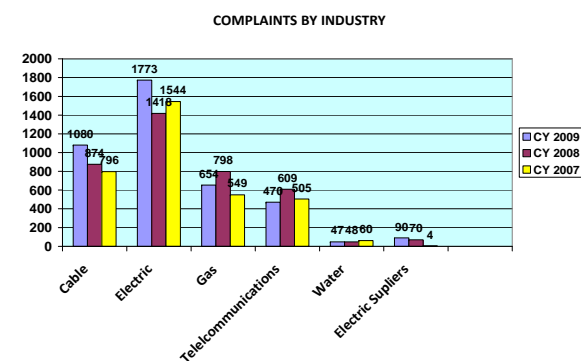
Story behind the baseline: On average, every consumer who calls the DPUC gets his or her call answered by a live representative in less than sixty seconds. CSU staff are responding to an ever increasing number of calls to the DPUC over the last three years, due in large measure to a variety of factors including the economic downturn, the inability of people to keep current with their bills, greater interest by consumers in switching electric suppliers, increased competition in the electric and

Performance Measure 2: Number of formal complaints made to the DPUC.



Story behind the baseline: In about 90% of the cases, consumers have their complaint issue(s) formally investigated and decided by the DPUC within 30 days of making the complaint to the DPUC. The increase in formal complaints against the utility companies that are directed to the DPUC over the last three years has occurred primarily in the areas of: billing, termination of service, quality of service and outages. Many of these complaints seem to be rooted in the current economic downturn; with the exception of

Performance Measure 3: Types of formal complaints filed with the DPUC.



Story behind the baseline: 100% of our formal complaints have a written, electronic record with each complaint categorized by among other things, date of the complaint, company involved and the type of complaint. A summary of this information is posted (real time) on the DPUC's website. The DPUC makes available to consumers the most recent and complete information (both annual and real-time) on complaint levels at the companies who serve

telecommunications industry and storm-related outages. In a majority of these cases, the consumer wants to speak with a live representative. While calls to the DPUC have gone up significantly, the resources to handle those calls have declined. The information contained in our complaint records, as well as our experience, indicates that there are very few calls to the CSU Manager or the Commissioner's office, from customers who felt that the DPUC's response time or how the case was handled was less than satisfactory.

Proposed actions to turn the curve: The DPUC recently purchased a new telecommunications system/call management software and is now receiving training on how to use it and becoming familiar with all of its features. The new system should allow us to better track, report on and analyze data around the telephone calls that are coming into CSU; how well we are responding to consumers; and whether improvements can be made. *

the outages, which generally coincide with extreme weather conditions. In each of these cases, the customer first spoke to the utility about their complaint, but remain dissatisfied and call the DPUC. In all those cases, customers speak to a live representative. The information contained in our complaint records, as well as our experience, indicates that there are very few calls to the CSU Manager or the Commissioner's office, from customers who felt that the DPUC's response time or how the case was handled was less than satisfactory. There are cases where the company did everything correctly and legally, but the customer remains dissatisfied. This is often true in the case of terminations and billing disputes.

Proposed actions to turn the curve: The DPUC is looking into the possibility of conducting (using an outside entity with experience administering and conducting surveys) a survey of customers who have recently contacted the DPUC in order to measure their opinions of the service the DPUC provides. The survey could be extended to consumer opinions about the usefulness of the CSU section of the DPUC's webpage and the CSU's IVR. *

them via an annual "Consumer Scorecard" which allows consumers to compare the number and type complaints against the utility that serves them against those lodged against similar utility companies in Connecticut. Complaints involving electric companies are the most numerous over the last three years, because while only two regulated companies serve all electric customers in Connecticut, multitudes of companies serve CATV, telecommunications and water customers. In the case of natural gas companies, there are numerous consumers in Connecticut who do not use natural gas in their homes.

Proposed actions to turn the curve: The DPUC is considering the feasibility of preparing two additional Consumer Scorecards, one reporting each of the utility company's average speed of answer times and abandoned call rates in their call center and a second one reporting on the number of complaints that the companies receive directly from their customers. Both documents would be posted on the DPUC's website and available for consumers to review. *