



Eckert Seamans Cherin & Mellott, LLC
U.S. Steel Tower
600 Grant Street, 44th Floor
Pittsburgh, PA 15219

TEL 412 566 6000
FAX 412 566 6099
www.eckertseamans.com

Lauren M. Burge
412.566.2146
lburge@eckertseamans.com

May 7, 2024

Via Electronic Filing

Rosemary Chiavetta, Secretary
PA Public Utility Commission
P.O. Box 3265
Harrisburg, PA 17105-3265

Re: PA Public Utility Commission, et al., v. Philadelphia Gas Works
Docket No. R-2023-3037933

Dear Secretary Chiavetta:

Pursuant to the Opinion and Order dated November 9, 2023, enclosed for electronic filing please find Philadelphia Gas Works' ("PGW") Call Center Responsiveness Report. Copies to be served in accordance with the attached Certificate of Service.

If you have any questions or require additional information, please contact me.

Sincerely,

/s/ *Lauren M. Burge*

Lauren M. Burge
Enclosure

cc: Certificate of Service (w/enc)

CERTIFICATE OF SERVICE

I hereby certify that this day I served a copy of PGW's Call Center Responsiveness Report upon the persons listed below in the manner indicated in accordance with the requirements of 52 Pa. Code Section 1.54.

Via Email

Allison C. Kaster, Esq.
Bureau of Investigation & Enforcement
Pennsylvania Public Utility Commission
Commonwealth Keystone Building
400 North Street
Harrisburg, PA 17120
akaster@pa.gov

Sharon E. Webb, Esq.
Office of Small Business Advocate
Forum Place, 1st Floor
555 Walnut Street
Harrisburg, PA 17101
swebb@pa.gov

Harrison Breitman, Esq.
David T. Evrard, Esq.
Darryl Lawrence, Esq.
Office of Consumer Advocate
555 Walnut Street
5th Floor, Forum Place
Harrisburg, PA 17101-1923
OCAPGW2023BRC@paoca.org

Charis Mincavage, Esq.
Adeolu A. Bakare, Esq.
McNees Wallace & Nurick LLC
100 Pine Street
P.O. Box 1166
Harrisburg, PA 17108-1166
cmincavage@mcneeslaw.com
abakare@mcneeslaw.com

Robert D. Knecht
Industrial Economics Incorporated
5 Plymouth Road
Lexington, MA 02421
rdk@indecon.com

Dennis A. Whitaker, Esq.
Kevin J. McKeon, Esq.
Todd S. Stewart, Esq.
Hawke McKeon & Sniscak LLP
100 N 10th Street
Harrisburg, PA 17101
dawhitaker@hmslegal.com
kjmckeon@hmslegal.com
tsstewart@hmslegal.com

Glenn A. Watkins
President/Senior Economist
Jenny Dolen
Technical Associates, Inc.
6377 Mattawan Trail
Mechanicsville, Va. 23116
watkinsg@tai-econ.com
jenny.dolen@tai-econ.com

John W. Sweet, Esq.
Elizabeth R. Marx, Esq.
Ria M. Pereira, Esq.
Lauren N. Berman, Esq.
Pennsylvania Utility Law Project
118 Locust Street
Harrisburg, PA 17101
pulp@pautilitylawproject.org

Robert W. Ballenger, Esq.
Joline R. Price, Esq.
Daniela E. Rakhlina-Powsner, Esq.
Community Legal Services, Inc.
1424 Chestnut Street
Philadelphia, PA 19102
rballenger@clsphila.org
jprice@clsphila.org
drakhlinapowsner@clsphila.org

Devin McDougall, Esq.
Rebecca Barker
Clean Energy Program
Earthjustice
1617 John F. Kennedy Blvd., Suite 2020
Philadelphia, PA 19103
dmcDougall@earthjustice.org
rbarker@earthjustice.org

Hon. Rick Krajewski
109B East Wing
P.O. Box 202188
Harrisburg, PA 17120
repkrajewski@pahouse.net

Via First Class Mail

James Williford
2730 W. Allegheny Ave.
Philadelphia, PA 19132

/s/ Lauren M. Burge

Lauren M. Burge, Esq.

Date: May 7, 2024

Call Center Responsiveness Report

Philadelphia Gas Works

Docket No. R-2023-3037933

PGW submits this report in compliance with the PUC Order dated November 9, 2023 at the above docket. Specifically, this report complies with the below:

That Philadelphia Gas Works shall prepare and submit a report, outlining how it intends to maintain or improve its current call center responsiveness, to be filed with the Commission's Bureau of Consumer Services no later than one-hundred and eighty (180) days [May 7, 2024] after the entry date of this Opinion and Order.¹

The recommendations set forth in Section E.1 of the Order seek to address PGW's:

- 30-second Call Response Rate, and
- Call Abandonment Rate.

The Order established that PGW's call center performance declined in the period from September 2021 to August 2022. For almost a full calendar year, PGW's 30-second call response rate dropped to 76% and its call abandonment rates rose to 24%.

The Commission's 2022 Audit Report notes that in July 2022, PGW entered into contracts with third parties to provide additional call center support and remedy staffing concerns the utility was facing.² These steps taken by PGW have seen rates return to those previously exhibited by PGW and have seen PGW's overall customer satisfaction rates improve.

Subsequently, the Order directed PGW not to be stagnant in its attempts to improve and maintain customer call center performance. For that reason, PGW was required to prepare and submit plans showing how it intends to maintain or improve its current call center responsiveness. The Order found this requirement to be a minimal burden on PGW, especially considering the fact that customer call center performance has already improved based on steps PGW has already taken.

Steps PGW has taken to improve performance

In order to address call center performance, PGW has done extensive preparation and work focusing on Staffing, Training, and Managerial Oversight:

1. Staffing

- The call center management maintains a robust staffing plan to ensure availability throughout the year and into the following year. The staffing plan considers all upcoming initiatives to ensure proper staffing levels are maintained.

¹ Docket No. R-2023-3037933, Opinion and Order entered November 9, 2023, at Ordering Para. 17.

² Pa. PUC Management and Operations Audit of Philadelphia Gas Works, Docket No. D-2022-3030321, issued February 2023, at 65.

- PGW engaged overflow vendors in 2022 in preparation for the implementation of its new customer system as well as to ensure availability at all times.
- The overflow vendors were seamlessly transitioned into the internal call center through our workforce management team.
- Several new hire classes took place this year and a robust coaching and mentoring culture has been established. The new hires were seamlessly integrated into the existing call center.
- PGW has a robust incubation program for our new hires to ensure that new hires are provided with additional support for at least a month after in classroom training.

2. Training

- The call center management team works with the training department to ensure that the customer service representatives are provided with proper updates and refresher trainings.
- The overflow team is part of the refresher trainings that are provided to the internal customer service representatives.

3. Managerial Oversight

- Call quality is maintained by regular call monitoring. Calls are monitored both by supervisors and the quality assurance monitoring team.
- Implemented monitoring with an emphasis on soft skills, first call resolution, and a uniform flow of the call.
- Regular weekly meetings with the vendor take place where vendor key performance indicators (KPIs) are discussed, and direction is provided to the vendor based on the KPIs.

30-Second Call Response Rate

The 15-month average 30-second call response rate from January 2023 through March 2024 has been 97%. January, February, and March 2024 have a higher rate than the previous year, with 2024 averaging 99%.

Month	2023	2024
January	95%	99%
February	94%	99%
March	96%	97%
April	93%	
May	93%	
June	98%	
July	95%	
August	98%	
September	99%	
October	97%	
November	95%	
December	99%	
Average	96%	99%

Call Abandonment Rate

The 15-month average call abandonment rate from January 2023 through March 2024 has been 1%. January, February, and March 2024 have a lower rate than the previous year, with 2024 averaging 0.6%.

Month	2023	2024
January	2%	0%
February	2%	0%
March	1%	1%
April	2%	
May	2%	
June	1%	
July	1%	
August	1%	
September	1%	
October	1%	
November	2%	
December	0%	
Average	1%	1%