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Witness: Jared A. Lawrence and Timothy W. McGrath
Request from: Office of Consumer Counsel

Question:

(COMPLAINTS) In the test year, how many and what percentage of customer complaints were resolved in one call/contact?

Response:

The Company periodically receives complaints directly from customers through its Contact Centers. The Company addresses such complaints through its structured customer-inquiry escalation process. As a practice, the Company tracks all customer inquiries that are escalated after the initial contact with a Customer Service Representative ("CSR"), regardless of whether they are deemed to be an actionable complaint. These escalations are logged by CSRs through an internal escalation tracking mechanism that captures any customer concerns regarding specific processes, service experiences, or perceived gaps in resolution. Customer-inquiry escalation data is collected at the time of interaction, where the aim is to resolve the customer's inquiry on the first call.

The focus of an escalation ticket is to follow up and resolve the call. The Company does not distinguish between whether the customer is making an inquiry or an informal complaint. All customer inquiries are escalated with urgency, with no topic given higher priority, regardless of whether the complaint is a live transfer or call back. The Company targets a 24-hour response time to complete these escalations. However, it is important to note that not all escalations can be resolved on the first contact as they may require further research/follow up. The details captured in the escalation process feed into a monthly report used by management to confirm timely resolution of these inquiries. This report groups escalations by topic and resolution timing: on live call, within 24 hours, or after 24 hours. The Company uses this report to monitor escalations internally and to ensure that customers receive a responsive resolution.

In the Test Year, 2025, the Company resolved 92% of customer complaints received though the internal escalation process within 24 hours. The table below details the total number of customer escalations received compared to the total number resolved within the 24-hour timeframe.

Table 1: Customer Escalations through Escalations Process

Year	Total Customer Escalations	Escalated & Resolved on Live Call	Escalated & Resolved within 24 Hours	Escalated & Resolved after 24 Hours	Total Calls Answered in Contact Centers
2025	11,193	9,348	10,403	790	1,479,600