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Request from: Public Utilities Regulatory Authority

Question:

Reference Ex. CLP-Customer-1, pp. 35–37, Ex. CLP-ELP-1, p. 109, and Ex. CLP-ELP-3, p. 1. For the Digital Customer Engagement component, identify each transaction type included in the numerator and denominator used to calculate the metric. For each transaction type, identify the customer-service outcome measured by the transaction.

Response:

The numerator is Total Digital Customer Engagements and is the sum of:

- Web Interactions (View/Pay bill, reporting/checking the status of an outage, completing a move order, etc.)
- IVR Interactions (Paying a bill, reporting an outage, etc.)
- Proactive Alerts sent via text, email, or automated voice call (Receiving information related to Outage, Billing & Payment, Disconnect, Customer Service alerts & Energy Insights, etc.)
- Two-Way Text Interactions (View/Pay bill, reporting/checking the status of an outage, etc.)
- Mobile App Interactions (View/Pay bill, reporting/checking the status of an outage, etc.)

The denominator is Total Customer Engagements and is the sum of:

- Total Digital Customer Engagements (listed above)
- CSR handled Calls (paying a bill, reporting/checking the status of an outage, completing a move order, etc.)
- Manual payments (pay bill non-electronic)