

Customer Service

Summit Gas shall provide Staff and OPC monthly reports (within 30 days of month-end) regarding the performance of its Customer Call Center. Such reporting shall include the following Call Center metrics: the Number of Calls Received into the Call Center, the Average Speed of Answer (ASA) or Average Answer Time, and the Abandoned Call Rate (ACR) or Number of Lost Calls. If the Company utilizes any type of metric for Service level in the future, it will also provide the results within the monthly reporting. The Company will also submit current definitions of how each indicator is calculated. If at any time in the future, the Company is able to segregate its reporting metrics by its Missouri state operations, it will provide the metrics in that manner.

The Company shall also provide information on its call center staffing, including the position titles and number of full-time, part-time and/or contract employees.

Summit Gas shall, at such time it begins to utilize Virtual Hold or Virtual Hold type Call Center technology, notify the Staff and the OPC and shall incorporate such metrics in its monthly call center reporting.

Summit Gas shall notify the Staff and OPC in advance of any substantive changes or system changes in customer service procedures in call center operations and staffing, customer billing, meter reading, customer remittance, credit and collections, and connections and disconnection.

The Company should provide the Staff and OPC timely submission of their Cold Weather Rule reports in accordance with 4 CSR 240-3.250.

Summit shall submit the number of complaints received from the Commission Staff, the number of these responded to within the prescribed time frames under EFIS, and the number of complaints that did not meet the time frames.

The Staff may request periodic meetings with the Company to discuss customer service operating procedures and the level of service being provided to the customer.

The Company will continue its current practices regarding the handling of informal customer complaints received from Commission Staff. The Company will advise the Commission's Consumer Services Staff of the Company representative responsible for providing complete detailed information regarding any informal customer complaints. Information related to a request for service shall be submitted within the timeframe provided for in the EFIS complaint system. If necessary, the Company may request an extension of time to obtain complete information.