

**R8-04A CUSTOMER SATISFACTION METRICS AND AVERAGE RESPONSE TIME PERFORMANCE**

(a) Purpose. – The purpose of this rule is to establish standards for measuring and reporting customer call center performance by electric utilities that own and operate electric power systems in North Carolina.

(b) Applicability. – This rule applies to Duke Energy Carolinas, LLC, Duke Energy Progress, Inc., and Virginia Electric and Power Company, d/b/a Dominion North Carolina Power.

(c) Quarterly Reports.

(1) Each electric utility in this State shall file a report on its call center performance on a quarterly basis. The data reported shall be submitted within 30 days of the end of each quarter.

(2) Call center performance reports shall include:

(a) Customer satisfaction with the automated response system and customer service representatives.

(i) Customer satisfaction metrics shall be transaction-based.

(ii) Customer satisfaction metrics shall be based on customers rating their satisfaction with the automated response system and the customer service representatives.

(iii) Results from customers rating their satisfaction with the automated response system and the customer service representatives shall be reported to the Commission for each quarter and the preceding quarters, if any, of a calendar year.

(b) Answer Rate for live voice-handled calls

(i) Total calls answered by a customer service representative as a percentage of total calls received minus technology-handled calls shall be reported on a 12-month rolling average basis.

(c) Average Speed of Answer for live voice- and technology-handled calls.

(i) Average Speed of Answer in seconds shall be reported on a 12-month rolling average basis.

(NCUC Docket No. E-100, Sub 138, 3/9/15.)