

**New York State Department of Public Service
Office of Consumer Services**



Quick Resolution System

**A Service Providers Guide
to handling customer difficulties reported to the
New York State Department of Public Service**

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It is the goal of the Office of Consumer Services to facilitate the acceptable and timely resolution of every case it receives, by the customer's service provider.

Background

The New York State Department of Public Service oversees the energy, telecommunications, water and cable television industries that operate within the state. The Office of Consumer Services (OCS) is responsible for assisting consumers who are experiencing difficulties with a service provider under the jurisdiction of the Commission. On an annual basis, OCS handles about 250,000 customer contacts of which approximately 30,000 are forwarded to service providers for investigation and reply. In a continuing effort to reduce consumer difficulties and provide timely resolution to those consumers who experience a problem, OCS developed the Quick Resolution System in 2002. QRS has three goals:

- ◆ Provide customers with a satisfactory resolution to their difficulty within 14 calendar days or less, within five days for executive correspondence.
- ◆ Reduce the number of complaints charged to a service provider by allowing them one chance to resolve the customer's matter under the QRS Program.
- ◆ Provide OCS staff with additional time and resources to handle the more difficult consumer matters that require staff intervention.

In October 2003, the Quick Resolution System process was modified slightly (v2.0) in preparation for the implementation of a Customer Service Response Index.

In September 2005, this guide was updated to reflect PSC staffing changes, modifications to documents, and the addition of a customer contact guide that utilities are strongly encouraged to follow when resolving a QRS case.

Program Overview

QRS requires service providers to contact any customer with a collection or service related issue within two working hours. All other customers must be contacted by the close of the business day following receipt of the case. The provider is expected to discuss the matter with the customer and take the necessary action to satisfactorily resolve the matter with the customer within 14 days or within five days for Executive Correspondence cases. **The provider will forward to OCS a list of customers whose cases were closed, as often as possible.** The list will indicate that the service provider believes it was able to resolve the matter with the customer or that it was unable to resolve the matter to the customer's satisfaction. Service Providers must file a complete report in response to cases designated as Executive Correspondence or Consultant cases. Beginning in 1Q-2004 major service providers will have on-line access to the customer contact database to facilitate the timely posting of closing information in a self-service scenario.

At any time during or within 60 days after the handling of a customer's QRS case by the service provider, the customer may contact OCS and express dissatisfaction with the manner in which the provider attempted to resolve their issue. Should that happen¹, the case will be reclassified

¹ If the customer expresses dissatisfaction within 60 days of the service providers' resolution OCS will assess the matter and may reclassify the case as a complaint. If 60 days have elapsed from the date of the service providers' resolution, OCS will enter a new QRS case if further action by the service provider is needed.

as a complaint² (under the Standard Resolution System – SRS), charged to the service provider and submitted to the provider for investigation and a full response to the Office of Consumer Services. The service provider will have 10 calendar days to respond to an SRS Complaint.

The Office of Consumer Services will track each service provider's performance under the QRS program. Data will be collected and analyzed and OCS will develop performance metrics that will be used to measure the level of customer service each provider delivers under this program. Beginning in 2004, the customer service response indices³ will be reported to the Public Service Commission by OCS and published on the Commission's website.

Quick Resolution System Business Process – All Service Providers

The Quick Resolution System Process began on June 3, 2002. After October 14, 2003⁴ all cases received by OCS will be handled using the QRS process except:

- ◆ After-hours Hotline cases which are limited to those customers who have had their energy service terminated or where it may be terminated within 48 hours or where a medical emergency or HEFPA violation may exist.⁵
- ◆ All cases concerning a matter covered by 16 NYCRR Part 650 (Pay Telephones) will be handled as an SRS Complaint since compliance action may be required by staff.

Once the OCS Specialist has confirmed that the customer has been unsuccessful in resolving their difficulty directly with their service provider, a QRS case will be opened and communicated to the service provider by e-mail or fax as previously identified by the provider. The customer will receive an acknowledgement letter informing him/her of the manner in which the case will be handled. The document transmitting the matter to the provider will look like the image in Appendix A-1. The acknowledgement letter to the customer is shown in Appendix A-2.

Once received, the service provider must:

- ◆ Contact the customer within two hours if the matter is related to a collections issue or a service outage

² There are also certain special conditions that may warrant a QRS case being reclassified as a complaint as described later in this guide.

³ Details of the Customer Service Response Index may be downloaded at: www.dps.ny.gov/ocs.html.

⁴ Between June 2002 and October 2003 most customers who contacted the Department of Public Service had their case handled using QRS unless:

- ❖ their difficulty was communicated to OCS by a Commissioner or elected official
- ❖ the difficulty was related to the termination of energy service and received by OCS outside its standard call center hours of 8:30 a.m. – 4:00 p.m.
- ❖ the matter was related to a shared meter condition
- ❖ the complainant was a consultant representing the customer

In these instances the case was handled in accordance with the Standard Resolution System.

⁵ After normal business hours, Hotline cases where there are no medical emergencies or HEFPA violations will be handled in accordance with the QRS procedures, providing that the utility agrees to contact the customer at the beginning of the next business day in an attempt to resolve the issue. The utility must also agree not to terminate the service while the case is in resolution and should the service be terminated, reconnect it within 4 hours. If the service cannot be reconnected within 4 hours staff must be notified by e-mail to: OCS_Questions@dps.ny.gov.

- ◆ Contact all other customers as soon as possible but no later than the close of the next business day
- ◆ Provide the customer with the name and phone number of a designated representative who will be available to assist the customer with this matter or any future matter
- ◆ Provide a detailed written resolution to any Executive Correspondence within five days of receipt as instructed in the case details.
- ◆ Provide a detailed written resolution to any Consultant Case within 14 days of receipt as instructed in the case details.
- ◆ Resolve the matter with the customer within 14 calendar days
- ◆ Provide a timely report to OCS identifying all cases that were completed and indicating whether the case was resolved to the customers satisfaction
- ◆ Afford the customer protections under 16NYCRR Part 12, including §12.3 which requires the continuation of utility service, providing all monies owed to the utility have been paid, except those monies which the customer is disputing.

The service provider should keep complete records of each customer contact that is handled. The information may be required to be provided to staff if the customer complains further due to the company's inability to satisfactorily resolve the problem. Refer to Appendix C-1 for suggestions on working toward a satisfactory resolution.

At any time during or within 60 days after the handling of the customer's QRS case, the customer may contact the Office of Consumer Services and report dissatisfaction with the way in which the service provider handled the matter. At that time, the OCS Specialist may reclassify the matter as a complaint at which time the company will be required to provide a detailed report in writing of the investigation and actions taken within 10 calendar days.

Quick Resolution System Business Process – Special Handling

In October 2003, OCS modified the QRS procedures as described on page four of this guide. Due to the priority placed on certain cases OCS staff will automatically reclassify certain QRS cases as complaints if the following events occur:

- ◆ The service provider fails to completely respond to an *Executive Correspondence* case within five days of receipt.
- ◆ The service provider fails to completely respond to a *Consultant* case within 14 days of receipt.

In order to retain QRS status on these types of cases the service provider must satisfactorily resolve the case within the allotted timeframe and report in detail its resolution to Commission staff by forwarding its detailed response to ECRT@dps.ny.gov. Questions concerning these types of cases should be referred to the ECRT Manager in the Office of Consumer Services. Refer to Appendix A-7 and A-8 for contact information.

Customers Dissatisfied with a QRS Resolution

At any time during or within 60 days after the handling of a customer's QRS case by the service provider, the customer may contact OCS and express dissatisfaction with the manner in which the provider attempted to resolve the issue. Should that happen within 60 days of the service providers' response, the case will be reclassified as a complaint (under the Standard Resolution System – SRS), charged to the service provider and submitted to the provider for investigation and a full response to the Office of Consumer Services. If the customer contacts OCS after 60 days have elapsed for the date of the service providers' response, a new case will be filed using the QRS procedures.

Upon receipt of an SRS complaint previously handled as a QRS case, the service provider will submit a written explanation of its findings, within ten calendar days of receipt of the SRS complaint or within five days if the case was received from the Executive Correspondence Team. The explanation will detail the customer's complaint, the actions the service provider took prior to the customer's QRS case and the actions taken in response to the QRS case, including summary sheet. The provider should explain why it believes that no further action should be taken or propose a resolution to satisfy the customer's complaint.

Upon receipt of the service provider's reply, a member of the OCS staff will review the reply and either request additional information, direct the provider to take further action or provide the customer with an explanation why no further action is warranted.

Weekly Report of QRS Cases Completed

As often as necessary, every service provider will furnish a list of completed cases to the Office of Consumer Services. This list should be sent by e-mail to:

QRS_Response@dps.ny.gov

The subject of the e-mail should look like this:

Subject: *Service Provider Name* – QRS Responses for the week ending MM/DD/YY

The body of the e-mail should contain a list of resolved and unresolved cases. For Executive Correspondence Cases and Consultant Cases a full detailed response should be filed by e-mail with ECRT@dps.ny.gov.

NOTE: Major service providers operating in New York have on-line access to file their closings and should follow procedures established for on-line filing. Smaller service providers will file their reports by e-mail. Each list should show the customer's name and case numbers and should look something like this:

Service Provider Name – QRS Responses for the week ending MM/DD/YY

QRS Cases Resolved and Closed

123456 – Smith
234567 – Mountain*
874538 – Ford
etc.....

QRS Cases Unresolved and Closed

123457 – Johnson
231313 – Sullivan
123433 – Keller
etc.....

*QRS Cases Resolved and Closed, Complete Resolution Pending Completion of Work

234567 – Mountain, Advised customer we are replacing two pair drop wire on June 20.

The list of cases must be contained within an MS Word or MS Excel file or entered directly into an e-mail. [Alternative forms of QRS Reports are in Appendix B-1.](#)

A resolved case is one in which the service provider discussed the matter with the customer and reached a resolution with the customer that appears to have been accepted by the customer. An unresolved case is one in which the service provider was unable to reach a resolution that was acceptable to the customer. Any case which has been closed but full resolution will not take place until some time in the future, should be reported as shown above.

Service Provider Handling of Standard Resolution System (SRS) Cases

The cases that are not resolved under the QRS program will be reclassified as complaints and handled in the normal Standard Resolution System manner. Cases will be forwarded to the service provider in the same manner as a QRS case. The document transmitting the matter to the provider will look like the image in Appendix A-3. The service providers' resolution must contain a detailed summary of the service provider's findings and its resolution of the customer's matter.

Upon review of the service provider's resolution, OCS staff may request more information or direct the provider to take specific action on the customer's account. The documents transmitting requests for additional information or directives to a service provider will look like the images in Appendix A-4 and Appendix A-5. Any directive or request made by OCS shall be completed or acknowledged by the provider within seven days.

The service provider will forward its resolution to OCS as described below.

Service Provider Response to all SRS Cases

Upon receipt and investigation of an SRS complaint, the service provider will furnish a detailed response to the Office of Consumer Services. The response should be sent by e-mail to:
Complaint_Response@dps.ny.gov

The subject of the e-mail should contain the customer's name and six-digit case number

Subject: *Smith* – 987654

For Executive Correspondence Cases and Consultant Cases a full detailed response should be filed by e-mail with ECRT@dps.ny.gov

Major service providers operating in New York will have on-line access to file their closings and will follow procedures established for on-line filing. Smaller service providers will file their responses by e-mail.

The body of the closing must contain:

- ◆ The customer's name and case number
- ◆ An explanation of the actions taken by the service provider before the customer contacted the Department of Public Service.
- ◆ An explanation of the actions taken by the service provider after the customer contacted the Department of Public Service and a QRS case was sent to the company.
- ◆ An explanation of why the service provider believes the actions they took were reasonable.
- ◆ Any documentation the service provider believes will support their position.
- ◆ Any further information the service provider believes the Department of Public Service should know prior to issuing a determination in the case.

If after OCS staff reviews the service provider's response, more information is needed from the provider, a rebuttal form similar to the image in Appendix A-6 will be forwarded to the company.

Service Provider Response to Executive Correspondence Cases and Consultant Cases

As described above, certain QRS cases require a completed and detailed response. That response should include all information requested by the PSC Staff handling the case. At a minimum the service provider's response shall include:

- ◆ The customer's name and case number
- ◆ An explanation of the actions taken by the service provider before the customer contacted the Department of Public Service.
- ◆ An explanation of the actions taken by the service provider after the customer contacted the Department of Public Service.

- ◆ An explanation of why the service provider believes the actions they took were reasonable.
- ◆ Any documentation the service provider believes will support their position.
- ◆ Any further information the service provider believes the Department of Public Service should know prior to issuing a determination in the case.
- ◆ Any specific information requested by PSC staff handling the case.
- ◆ A copy of a letter of resolution sent to the customer as required in all ECRT cases.

Upon receipt of a special QRS case, the service provider will furnish a detailed response to the Office of Consumer Services within five days if the case is noted as Executive Correspondence or 14 days if the case is noted as a Consultant case. The response to an Executive case should be sent by e-mail to:

ECRT@dps.ny.gov

The response to a Consultant Case should be sent to complaint_response@dps.ny.gov and directly to the analyst handling the case.

The subject of the e-mail should contain the customer's name and six-digit case number

Subject: *Smith* – 987654

If after OCS staff reviews the service provider's response, more information is needed from the provider, a rebuttal form similar to the image in Appendix A-6 will be forwarded to the company.

Measurement of Service Provider Performance under QRS

Since June 2002, the Office of Consumer Services has monitored the performance of each service provider under the QRS program. Specific attention has been directed toward assuring that every QRS case forwarded to a service provider is resolved in a timely manner.

The Office of Consumer Services expects that nearly every case will be handled in the timeframe identified above and in a manner that will result in a high percentage of overall customer satisfaction. The performance figures collected have been used to establish a Customer Service Response Index that will become effective in January 2004. The service providers delivering above-average customer service will be commended accordingly. Any service provider whose performance indicators report a weakness, will be required to submit a plan outlining the steps it will take to improve its performance.

The specific details of the Customer Service Response Index are available at: www.dps.ny.gov/ocs.html.

Communication with the Office of Consumer Services

Supervisory and Management staff members from the Office of Consumer Services are available to answer service provider inquiries Monday thru Friday from 8:30 a.m. to 4:45 p.m. Inquiries concerning customer cases should be handled by e-mail wherever possible. Service providers should not contact the OCS Specialist whose name appears on the case. All communications concerning newly entered cases should be directed to an OCS supervisor at: OCS_Questions@dps.ny.gov.

General inquiries concerning OCS Policies and Procedures should be directed to the appropriate OCS manager. An organizational chart is attached as Appendix A-7 and a reference guide of commonly used OCS e-mail addresses and fax numbers is attached as Appendix A-8.

All service providers are encouraged to transmit case resolution information to OCS via e-mail. While the information is accepted currently by fax, plans are underway to eliminate fax receipt of customer complaint information.

Appendix A-1 – QRS Transmittal Document to all Service Providers



New York State Public Service Commission

Office of Consumer Services

3 Empire State Plaza

Albany, New York 12223

Voice: 518-473-0229

Fax: 518-472-8515

E-mail: QRS_Response@dps.ny.gov

QUICK RESOLUTION CONTACT

This consumer contact has been filed with the NYS Public Service Commission. You are expected to contact the customer within two hours if the matter described below is a service related issue or by the close of the next business day for all other issues.

A resolution report should be filed within 14 calendar days by e-mail or fax.

Information concerning the handling of Quick Resolution System cases can be obtained on the Internet at: <http://www.dps.ny.gov/qrs.html>

The remainder of the document will contain the details of the customer's case, including any attachments that are pertinent.

Appendix A-2 – QRS Acknowledgement Letter

STATE OF NEW YORK DEPARTMENT OF PUBLIC SERVICE
THREE EMPIRE STATE PLAZA, ALBANY, NY 12223-1350

PUBLIC SERVICE COMMISSION

WILLIAM M. FLYNN
Chairman
THOMAS J. DUNLEAVY
LEONARD A. WEISS
NEAL N. GALVIN
PATRICIA L. ACAMPORA

DAWN JABLONSKI RYMAN
General Counsel
JACLYN A. BRILLING
Secretary

<<Full Date>>
<<company_name>>
<<Salutation>> <<FName>> <<LName>>
<<Address>>
<<City>>, <<State>> <<Zip>>

Dear <<Salutation>> <<LName>>:

Your case number is: <<casenum>>

This letter acknowledges your recent contact with our Office of Consumer Services regarding your concern with <<utility_desc>> and to advise you of the process by which this matter will be addressed.

Since <<utility_desc>> did not previously resolve this matter to your satisfaction, **we have escalated your concern to senior staff at the company.** We directed them to contact you and resolve the matter you brought to our attention. By the time you receive this letter, a company representative should have contacted you to discuss your concerns and provide you with a resolution or a date by which the company expects to resolve your concern. **We have advised the company to reach a resolution with you as soon as possible.**

If you have questions regarding the company's response to you, please contact the designated senior staff person at <<utility_desc>>. If the company has not contacted you with its initial acknowledgement, does not resolve your concern within two weeks or by the date it promised a resolution, or if you are dissatisfied with the company's response, you should contact us at 1-800-342-3377 for a complete investigation of the matter. **If you report back to us that you are dissatisfied with the company's response, we will initiate an investigation and report our findings to you.**

If you have any questions regarding this process, please contact our office at 1-800-342-3377 and refer to Case Number <<casenum>>.

Sincerely,

OCs Representative

Office of Consumer Services

PLEASE NOTE: If you are not satisfied with the response you receive from <<utility_desc>>, please contact us at 1-800-342-3377 for an investigation.

Appendix A-3 – SRS Transmittal Document to all Service Providers



New York State Public Service Commission

Office of Consumer Services

Three Empire State Plaza

Albany, NY 12223-1350

Voice: 518-473-0229 Fax: 518-472-8506

E-mail: Complaint_Response@dps.ny.gov

REGULATORY COMPLAINT

This consumer complaint has been filed with the NYS Public Service Commission. You are expected to contact the customer within two hours if the matter described below is a service related issue or by the close of the next business day for all other issues.

A resolution report should be filed within 10 calendar days by e-mail or fax.

The remainder of the document will contain the details of the customer's case, including any attachments that are pertinent.

New York State Department of Public Service
Office of Consumer Services

REGULATORY COMPLAINT
Notice of Additional Information

IMPORTANT: This is a follow up to a consumer issue that was recently forwarded to [\[service provider name goes here\]](#). The customer has contacted us and provided additional information, which is relevant to his/her case. Please review the new information, which appears below, along with the original information provided by the customer and respond accordingly.

The remainder of the document will contain the details of the customer's case, including any attachments that are pertinent.

New York State Department of Public Service
Office of Consumer Services

REGULATORY DIRECTIVE

IMPORTANT: This is a follow up to a consumer issue that was recently forwarded to [service provider name goes here]. Upon review of the information provided by the customer and by [service provider name goes here] a directive is hereby being issued. Please act on this directive immediately and advise our staff within the next 10 calendar days that it has been completed. Your response should be e-mail to Complaint_Response@dps.ny.gov unless stated otherwise.

The remainder of the document will contain the details of the customer's case, including any attachments that are pertinent.

New York State Department of Public Service
Office of Consumer Services

REGULATORY COMPLAINT

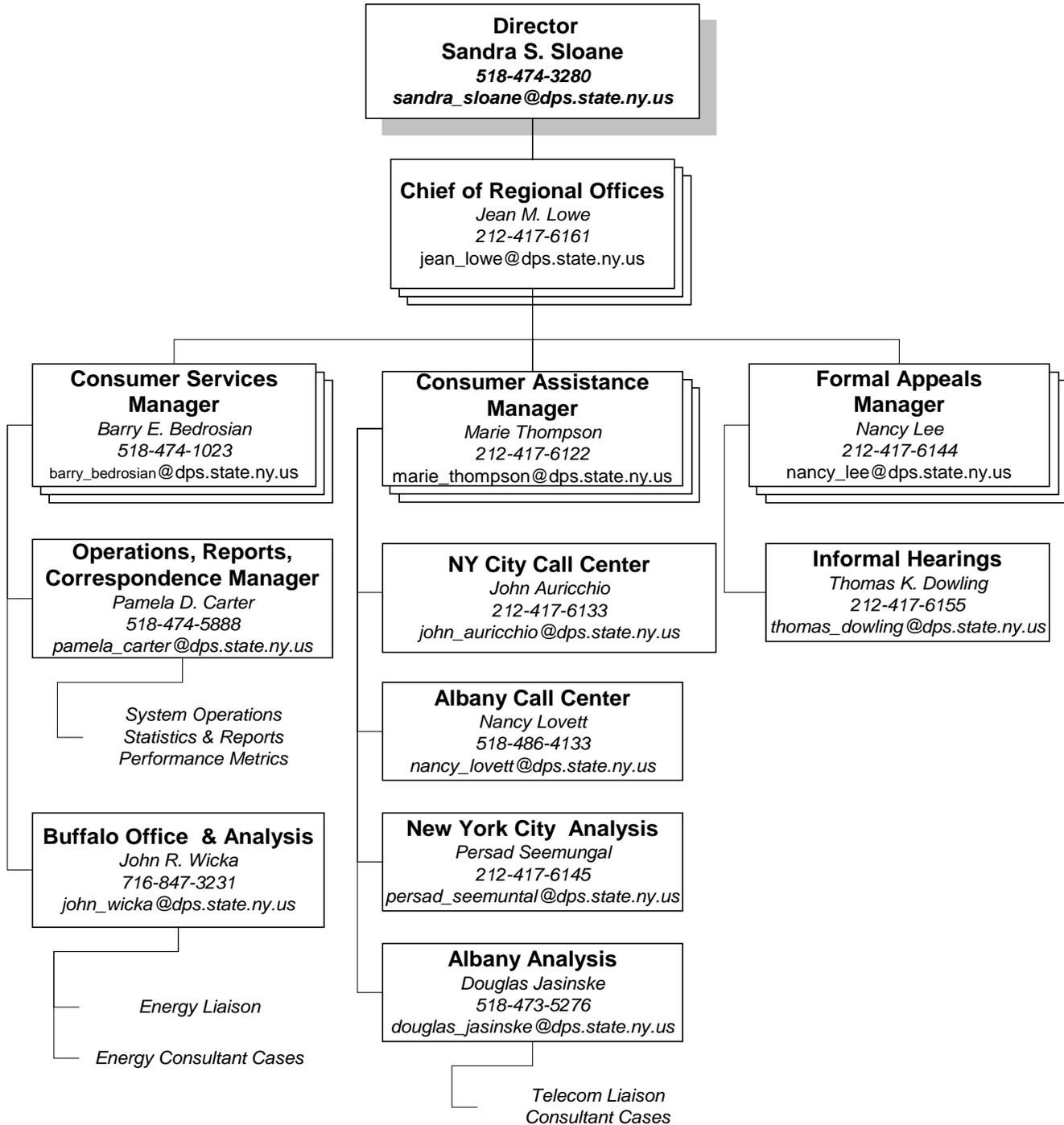
**Rebuttal of information previously provided
Requires additional company response**

IMPORTANT: This is a follow up to a consumer issue that was recently forwarded to [service provider name goes here]. The information previously supplied [service provider name goes here] does not provide enough details for our staff to complete its investigation. Please review the section “Instructions to the Utility” section below and provide the information that is requested within 10 days.

The remainder of the document will contain the details of the customer’s case, including any attachments that are pertinent.

Appendix A-7 – OCS Organizational Chart

New York State Public Service Commission Office of Consumer Services



Appendix A-8 – OCS Contacts

E-mail and Fax Guide

Use this reference list to identify the proper OCS Organization to contact for a particular issue.

Issue Needing Action	Responsible Business Unit	E-mail Address	E-fax Number ⁶	Voice Number	Contact Person
Question concerning a specific customer case ⁷	Contact Center Managers	OCS_Questions@dps.ny.gov	No E-Fax	518-322-4018 212-417-6127	Laura Getz Irene Luft
Questions concerning the customer contact business process ⁸	Business and Systems Operations (BSO)	OCS_Operations@dps.ny.gov	(518) 472-8501	518-473-5265	Kevin Zink
Misdirected case ⁹ (Customer not mine)	Business and Systems Operations (BSO)	OCS_Operations@dps.ny.gov	(518) 472-8501	518-473-5265	Kevin Zink
Report of QRS cases handled ¹⁰	Support Staff	QRS_Response@dps.ny.gov	(518) 472-8515	518-473-5265	Kevin Zink
SRS or Standard complaint response ¹¹	Analysis Group Managers	Complaint_Response@dps.ny.gov	(518) 472-8506	212-417-6145 518-473-5276	Persad Seemungal Doug Jasinske
All Executive Correspondence Cases and Consultant Cases ⁶	Expedited Case Resolution Team	ECRT@dps.ny.gov	(518) 472-8509	518-473-5440	Karen Anderson
All matters concerning Informal Hearings ¹²	Informal Hearing Unit	Informals@dps.ny.gov	(518) 472-8508	212-417-6150 212-417-6133	Elsie Montalvo John Aurocchio
All matters concerning Formal Appeals ⁷	Appeals Group	Appeals@dps.ny.gov	(518) 472-8507	212-417-6144	Nancy Lee

⁶ Fax communications are strongly discouraged. Documents that are e-mailed are handled more efficiently and usually within the same day they are received. Please communicate via e-mail if at all possible.

⁷ Subject must read: **Question on Case xxxxxx**

⁸ Subject must read: **Business Process Question**

⁹ Subject must read: **Misdirected Case**. If known, please identify the correct company responsible for the matter and why you believe that company is responsible. If the case belongs to a company affiliated to your company, please forward it to them and inform us of the business unit that will be handling the case.

¹⁰ Subject must read: **QRS Resolution Report**

¹¹ Subject must read: **Response to Case xxxxxx for e-mails, Case xxxxxx must appear of first page of any fax.**

¹² Unless instructed otherwise.

Appendix B-1 Quick Resolution System Overview - September 2002

- ❖ Upon receipt of a QRS case, the service provider should contact the consumer by the close of the following business day and begin resolution of the matter. The customer should be given the name and phone number of the company employee that will assist them with their issue. If the consumer is experiencing a service related issue contact should be made within two-hours of receipt of the QRS case.
- ❖ The service provider should close all QRS cases within 14 calendar days of receipt. A report of QRS cases closed should be forwarded to the PSC on a weekly basis.
- ❖ If after numerous attempts to reach the customer no contact has been made, a letter should be sent to the consumer within two days asking the customer to contact the service provider to discuss the matter. If the consumer fails to contact the service provider within the 14 day window, the service provider may report the case as closed and resolved.
- ❖ In some cases the service provider will be unable to close and resolve the matter with the consumer. In these instances where the consumer and service provider are unable to reach a mutually agreeable resolution, the service provider should report the case as closed and unresolved.
- ❖ **IMPORTANT:** Responses to all QRS cases must be in the format described on page 6 of the QRS Guide for Service Providers. Detailed explanations are not required and will no longer be accepted. Any QRS response that is not submitted in the proper format will be returned to the sender. Responses should be submitted in table format (MS Excel or MS Word) similar to one of the following examples:

Weekly Report of QRS Cases Closed – XYZ Utility		
Case Number	Last Name	Status
123456	Smith	Resolved
125698	Wilson	Resolved
124587	Miller	Unresolved

OR

Weekly Report of QRS Cases Closed – XYZ Utility			
Case No.	Last Name	Resolved	Unresolved
123456	Smith	X	
125698	Wilson	X	
124587	Miller		X

If a brief explanation is needed it may follow the resolution designation. It should not exceed one sentence in length. If a service provider has only one case to report in a particular week the customer name, case number and resolution designation may be stated in the body of the e-mail. Please refrain from building tables in the body of your e-mail unless you have consulted with OCS Operations to be certain that the formatting is retained when the e-mail is received at our office. The subject of your e-mail should be formatted like this:

XYZ Utility – QRS Responses – week ending 8/9/02.

- ❖ **IMPORTANT:** If at any time during or after the handling of a QRS case, the customer contacts the PSC to express dissatisfaction with the handling of the case by the service provider, the PSC may reclassify the case to an SRS complaint. Effective immediately the service provider's response time to SRS Complaints has been increased from two days to ten days.

- ❖ If you receive a case in error please direct a note to: OCS_Operations@dps.ny.gov. This will ensure that it is promptly redirected to the correct service provider.

- ❖ The e-mail address or fax number this document was delivered to is the official delivery point for all QRS cases for your company. If you would like this contact point changed please send your request to: OCS_Operations@dps.ny.gov

- ❖ Any communications with PSC staff that relates to QRS cases should be directed to the proper individuals as noted on page 19 of the QRS Guide for Service Providers.

- ❖ **IMPORTANT:** A revised version of The QRS Guide for Service Providers is available on the Internet at: www.dps.ny.gov/qrs.html

- ❖ The weekly report of QRS cases closed should be sent to: QRS_Response@dps.ny.gov and no other address. Likewise, no other communications except QRS responses should be sent to this address. All other communications should be directed as indicated on page 19 of the QRS Guide for Service Providers.

- ❖ Beginning on October 1, Delinquent Response Notices will be generated on all past due cases. These notices will be delivered on a regular basis if one or more past due cases are on file.

- ❖ Your cooperation in providing your responses in a timely manner and in the correct format is appreciated.

Appendix B-2 Quick Resolution System Overview - January 2004

- ❖ Upon receipt of a QRS case, the service provider shall contact the consumer within two hours if the problem is service related or by the close of the following business day for all other matters. The customer should be given the name and phone number of the company employee that will assist them with their issue. If the consumer is experiencing a service related issue contact should be made within two-hours of receipt of the QRS case.
- ❖ The service provider should close all QRS cases within 14 calendar days of receipt or as otherwise instructed in an ECRT case. A report of QRS cases closed should be forwarded to the PSC on a weekly basis or submitted on-line as appropriate.
- ❖ The service provider should close all SRS cases within 10 calendar days of receipt or as otherwise instructed in an ECRT case.
- ❖ The service provider should close all Consultant cases within 14 calendar days of receipt.
- ❖ The service provider should close all Executive Correspondence cases within 5 “business” days of receipt.
- ❖ If after numerous attempts to reach the customer no contact has been made, a letter should be sent to the consumer within two days asking the customer to contact the service provider to discuss the matter. If the consumer fails to contact the service provider within the 14 day window, the service provider may report the case as closed and resolved.
- ❖ In some cases the service provider will be unable to close and resolve the matter with the consumer. In these instances where the consumer and service provider are unable to reach a mutually agreeable resolution, the service provider should report the case as closed and unresolved.
- ❖ **IMPORTANT:** If at any time during or after the handling of a QRS case, the customer contacts the PSC to express dissatisfaction with the handling of the case by the service provider, the PSC may reclassify the case to an SRS complaint. Effective immediately the service provider’s response time to SRS Complaints has been increased from two days to ten days.
- ❖ If you receive a case in error please direct a note to: OCS_Operations@dps.ny.gov. This will ensure that it is promptly redirected to the correct service provider.

- ❖ The e-mail address or fax number this document was delivered to is the official delivery point for all QRS cases for your company. If you would like this contact point changed please send your request to: OCS_Operations@dps.ny.gov

- ❖ Any communications with PSC staff that relates to QRS cases should be directed to the proper individuals as noted in Appendix A-9 of the QRS Guide for Service Providers.

- ❖ **IMPORTANT:** The current version of the QRS Guide for Service Providers is always available on the Internet at: http://www.dps.ny.gov/QRS_Guide_Service_Providers_2_1.pdf

QRS Process – Utility Checklist

THIS GUIDE IS DESIGNED TO ASSIST SERVICE PROVIDERS IN REACHING A POSITIVE RESOLUTION WITH THEIR CUSTOMER AND FOSTERING FURTHER DIRECT CONTACT FROM THE CUSTOMER

These are items and issues to consider when processing and handling cases received from the PSC.

Use this Checklist as a tool when processing QRS cases to assist in more proficient handling and positive resolution:

- Review the QRS *Case Information* and the entire *Text of Case* as stated on the Quick Resolution Contact worksheet. Determine what, if any, additional information is needed from the customer.
- Contact the customer by phone as required by the type of complaint.
 - within two hours if the matter is related to a collections issue or service outage.
 - as soon as possible but no later than the close of the next business day for all other matters.
- **Provide the customer with your name and contact information. Recommend to the customer that they write it down and ask the customer contact you or the company directly if they have questions or concerns.**¹³
- Gather the required additional information needed from the customer and provide the customer with an estimated response date.
- If, during the course of processing or handling the case, you determine you will not be able to provide the response by the estimated response date, contact the customer and provide an update on the status of the case and, if possible, provide a more accurate estimated response date.
- When a response to the case is available, contact the customer with the resolution. Issues to consider when providing your response are:
 - Will your response provide a satisfactory resolution to the issue and was it explained or presented in a manner easily understandable to the customer?
 - If your response may leave the customer unsatisfied, did you demonstrate a willingness to the customer to work towards a satisfactory resolution of the issue or issues?
 - Did you provide information on how to contact the company in the case they want to discuss the issue further or if they have questions about your response?
- If you are working with the customer toward a satisfactory resolution and the customer is kept up-to-date on the status of their case, it is appropriate to have the case in the PSC's records changed from *pending* to *satisfactorily resolved* to avoid the case being classified as delinquent beyond the expected 14 day response period.

¹³ It cannot be stressed enough that the emphasis be made that the customer should have ample opportunity to work with the service provider to satisfactorily resolve the issue or issues that are identified in the complaint. This is facilitated by allowing the customer to have an open and ongoing dialogue with a company representative for the purpose of working through to a final, successful resolution of the complaint.