

*Serving our customers*

# Customer Experience & External Affairs (CXEA)

2025 Annual Report

# Challenges in 2025

- Managing sustained, multi-year change while maintaining day-to-day service delivery
- Workforce capacity and fatigue during peak change periods
- CIS Billing System implementation and post-go-live stabilization
- Monthly billing conversion and operational cadence shifts
- Increased customer vulnerability driven by political and economic instability



# Accomplishments



- Aligned performance metrics with customer focus and service effectiveness
- Enhanced post-contact surveys using North Star language to measure ease of doing business, first-contact resolution, and customer satisfaction
- Expanded customer feedback channels through verbatim voicemail input and multilingual lobby surveys
- Extended contact center and lobby hours
- Successfully delivered a major system and process transformation
- Strengthened utility assistance and customer protection programs

# Customer Assistance Impact



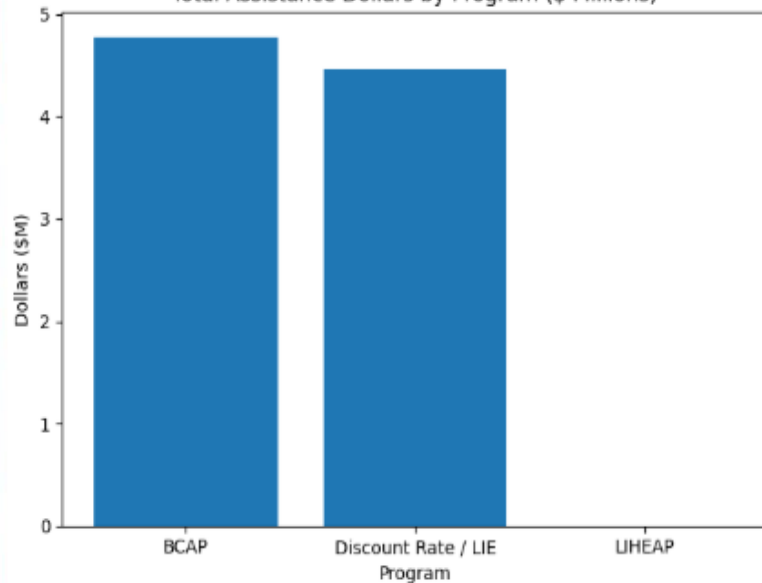
## Households Assisted | Total Dollars | Approval Rate

**15,612** households assisted

**\$9.24M** in total utility assistance

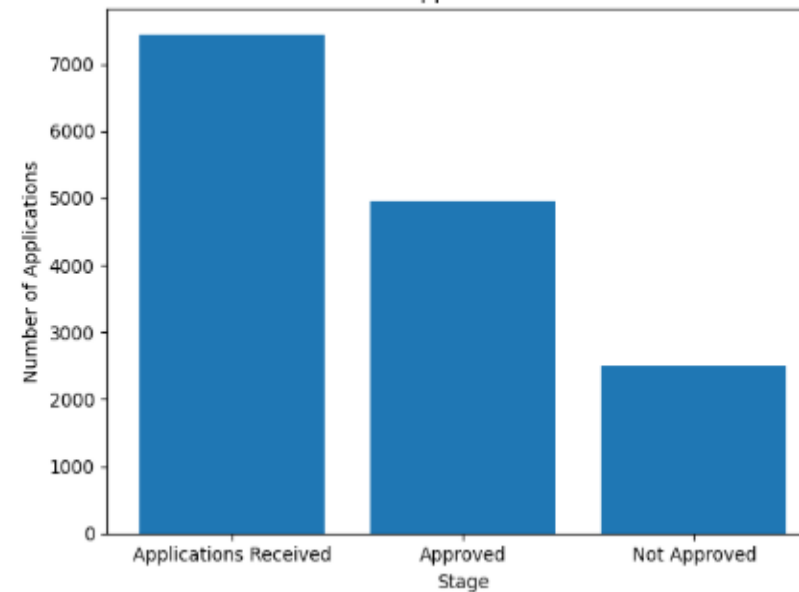
**95% approval rate** (excluding incomplete cases)

Total Assistance Dollars by Program (\$ Millions)



- BCAP: 10,004 households | \$4.78M
- Discount Rate / LIE: 5,608 households | \$4.46M
- LIHEAP: 3,391 households

Assistance Application Outcomes



- 7,445 applications received
- 4,956 approved across BCAP and LIE
- 95% approval rate for completed applications
- Applications not approved were primarily due to missing documentation or a lack of customer response

**Simplified eligibility pathways expanded access while maintaining strong approval integrity.**



# Customer Satisfaction Survey



- Completion of post-call surveys increased from 1.8% in 2023, 13.1% of calls in 2024, to 15.06% in 2025.
- **37,037** = Total number of post-call surveys completed in 2025.

## **Voicemail Response:**

88.74% Positive Feedback

11.26% Provided Constructive Feedback

1,690 Number of voicemail messages received July – December 2025

## **Ease of Doing Business with TPU:**

83.67% - very easy

8.28% - easy

3.47% - neutral

1.29% - difficult

3.29% - very difficult

**CSAT:** 4.6 (out of 5.0)

**First Call Resolution:** Increased to 84.6%, up from 77.1% in 2024.

# Performance Metrics

## Phone Service Level

68.5%

Of **253,430** inbound customer calls from January 1 through December 31, 2025, were answered by a live agent within 60 seconds, and did not meet the target goal of 75% or more.

### Non-Phone Support in 2025

- 32,269 Service Orders (10,801 in 2024)
- 4,811 TPU MyAccount Orders (3,042 in 2024)
- 15,589 Zendesk Orders (7,622 in 2024)

## Average Speed of Answer

113 Seconds

The **average amount of time customers waited to speak to a live agent** after exiting the self-service automated phone system from January 1 through December 31, 2025, and did not meet the target goal of 60 seconds or less.

The overall ASA decreased by 62 seconds compared to 2024.



## Absenteeism

6.3%

The absenteeism rate is calculated by subtracting the total number of working hours from the total number of hours worked by all CSRs, Techs, and Leads in the Business Office. The goal is 5.6% or lower.

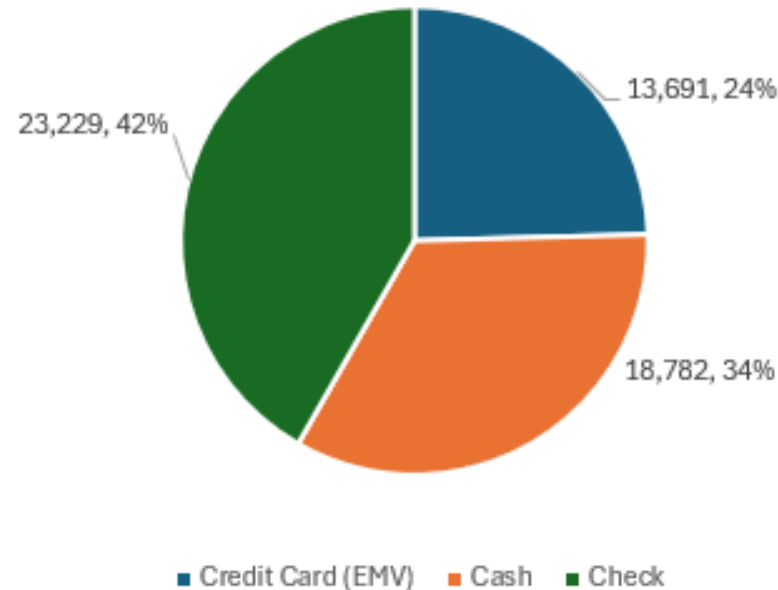
# Lobby and In Person Channels

## Lobby Visits:

- Customers arrived – 37,390
- Customers served – 37,090 (up from 30,404 in 2024)
- Average monthly number of customers served – 3,091
- Average Transaction Time (ATT) – 6:06
- Average Wait Time – 1:46
- 73% of lobby interactions are to pay bills, 10% billing inquiries, and 8% open/close accounts.

Lobby 2025	Credit Card (EMV)	Cash	Check	
# of Payments	13,691	18,782	23,229	55,702
Revenue	3,817,814	5,289,371	15,526,871	24,634,056

Lobby Payments by Tender - 2025



# Lobby and In Person Channels cont.

## Payboxes:

# of payments:

56,612

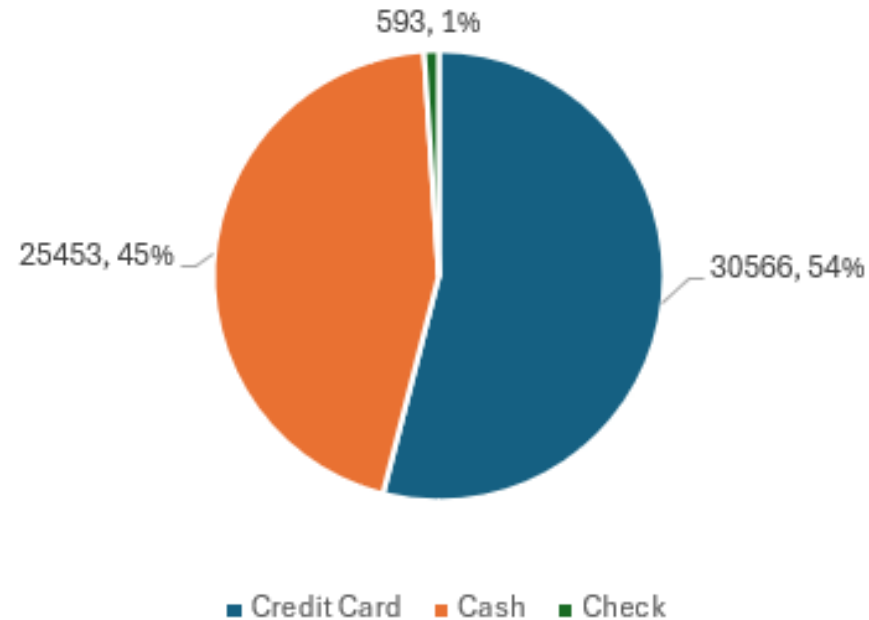
Revenue:

\$12,546,334

30% of Paybox  
revenue comes from  
the TPU campus

13 total payboxes  
across the service  
region

PayBox Payments by Tender Type - 2025

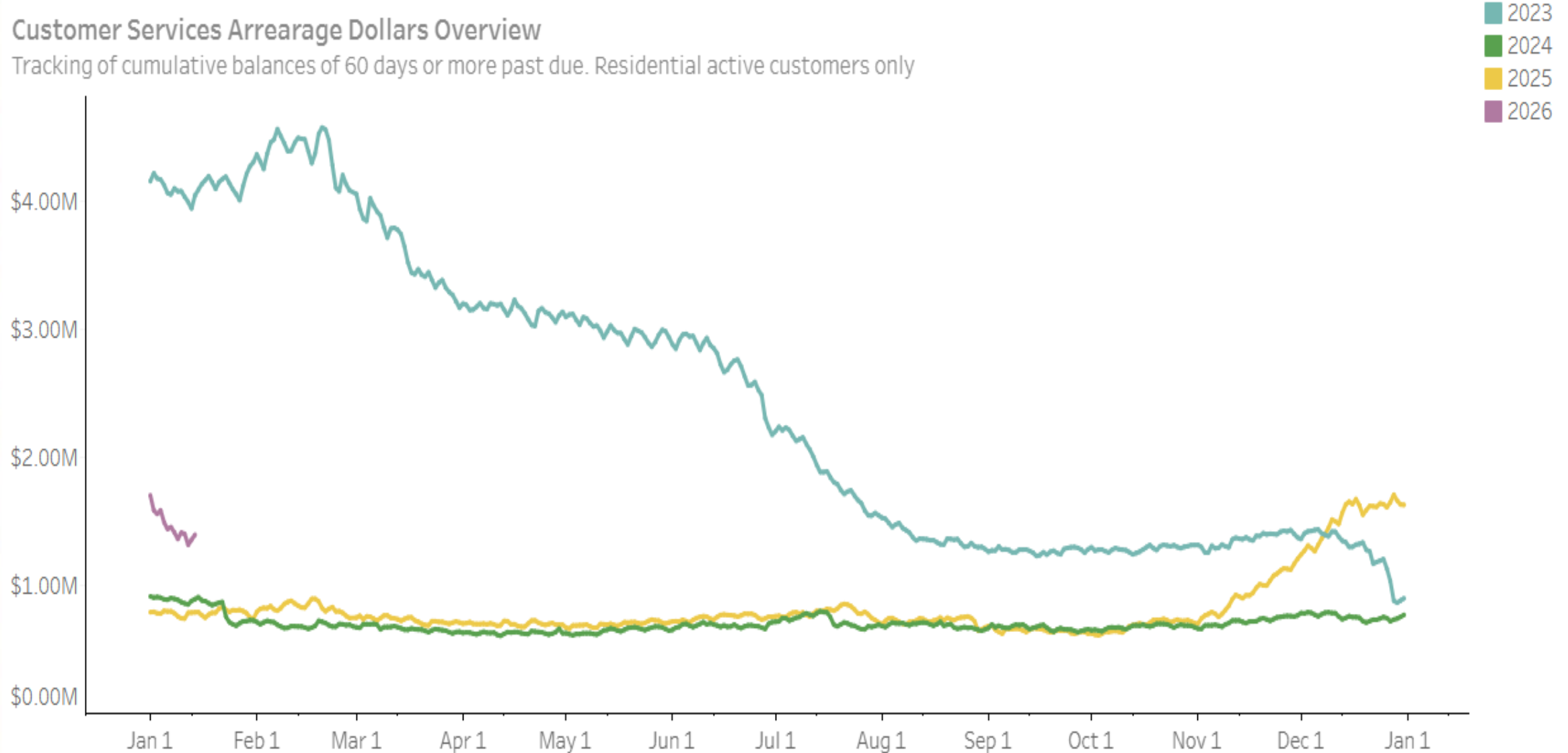




# Arrears Trending

## Customer Services Arrearage Dollars Overview

Tracking of cumulative balances of 60 days or more past due. Residential active customers only

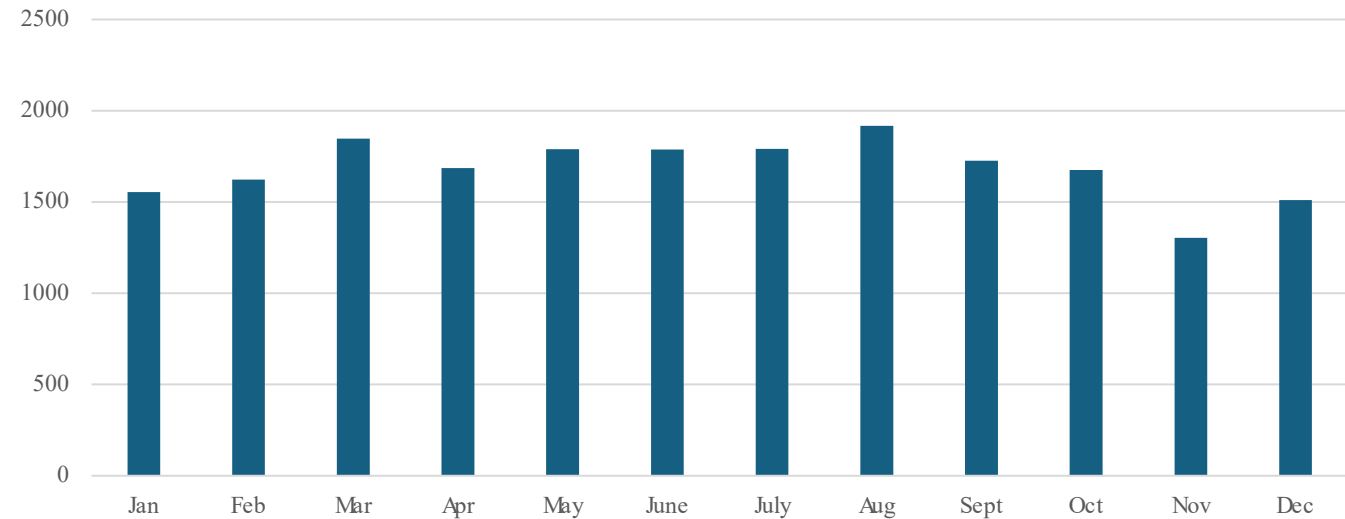


# MyAccount



# of new registrations:  
20,208

MyAccount New Registrations for 2025



# of payments:  
852,433

Revenue:  
\$240,470,011

Count and Amount Over Time

