NYS Department of Public Service Utility Company Customer Service Response Index (CSRI) Data Dictionary

Column Data Label	Data Type	Data Description
Month	Numeric	Month Initial Complaint Was Filed
Year	Numeric	Year Initial Complaint Was Filed
Service Provider	Text	Name of Company Complaints are Entered Against
Initial Complaints	Numeric	The number of initial complaints DPS receives and forwards to the utility company for resolution directly with the customer.
Escalated Complaints	Numeric	The number of complaints that DPS escalated for further handling and investigation because the customer informed DPS that the utility failed to satisfy their initial complaint.
CSM Index	Numeric	The Consumer Satisfaction (CSM) Index scores the ratio of the number of initial complaints to the number of escalated complaints in the reporting month. A score of 5 points are awarded when a service provider receives no escalated complaints during the reporting month. There is no score awarded if a service provider satisfies less than 50% of the customers that the PSC refers to them.
Complaint Response Time	Numeric	This is the average number of days it took for a utility to respond to initial complaints in the reporting month.
CRM Index	Numeric	The Complaint Response Time (CRM) Index scores the service providers responsiveness to initial complaints closed in the reporting month. A score of 2 points is awarded when a provider's average response time for initial complaints is 14 days or less. No points are earned if the average response time for initial complaints is more than 28 days (twice the acceptable reply standard).
Escalated Complaint Response Time	Numeric	This is the average number of days it took for a utility to respond to escalated complaints in the reporting month.

ERM Index	Numeric	The Escalated Complaint Response Time (ERM) Index scores the service providers responsiveness to escalated complaints closed in the reporting month. A score of 2 points is awarded when a provider's average response time for escalated complaints is 10 days or less. No points are earned if the average response time for escalated complaints is more than 25 days (two weeks past due).
Avg Age of Cases Pending	Numeric	This is the average age, in days, of all the cases awaiting a response from the service provider.
PCM Index	Numeric	The Pending Case (PCM) Index scores the average age of all cases awaiting response by the service provider. A score of 1 point is awarded when a service providers' average age of all cases is 14 days or less. No points are earned if the average age of all cases exceeds 70 days (two months delinquent). A negative score is applied if the average age of all cases is over 70 days.
CSRI	Numeric	The Customer Service Response Index (CSRI) is the overall score received by the service provider. It is the sum of the four indices; CSM, CRM, ERM and PCM.