

Liberty Utilities (Granite State Electric) Corp. d/b/a Liberty Utilities

DE 19-064
Distribution Service Rate Case
2019 Step Adjustment

Staff Data Requests - Set 3

Date Request Received: 6/12/20
Request No. Staff 3-3

Date of Response: 6/19/20
Respondent: Christine Downing

REQUEST:

Is Liberty aware of any industry data or best practice standard concerning an appropriate number of customer walk-in centers per 10,000 customers, or similar data? If, so, please indicate where Liberty's walk-in center operations stand in relation to this industry data.

RESPONSE:

Liberty Utilities is not aware of any industry data concerning an appropriate number of customer walk-in centers per 10,000 customers.

However, we are aware of trends for utility companies operating walk-in centers through our membership with E-Source. The 2019 E-Source Contact Center Performance Study included Walk-in Center insights.

From the report:

Though the overall number of walk-in centers may be shrinking, customer reliance on these centers for payment isn't. Some of the customer segments that report using walk-in centers almost twice as frequently as the general US population include Spanish speakers, customers with less than a high school education, low income households, and customers under 34—these rates have held steady over the past four years.