

Dominion Resources Services, Inc.  
Law Department  
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**VIA ELECTRONIC DELIVERY**

Chief Clerk  
North Carolina Utilities Commission  
Dobbs Building  
430 North Salisbury Street  
Raleigh, North Carolina 27603

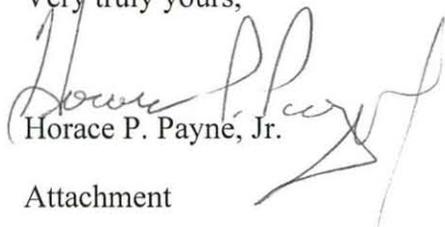
**Re: Docket No. E-100, Sub 138**

Dear Chief Clerk:

In accordance with the Commission's March 9, 2015 Order and pursuant to Commission Rule R-4A, attached for filing is Dominion North Carolina Power's Quarterly Customer Satisfaction Metrics and Average Response Time Performance Reports.

If you have any questions regarding this matter, please do not hesitate to contact me.

Very truly yours,

  
Horace P. Payne, Jr.

Attachment

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Jan 30 2017

## Call Center Regulatory Conditions

### Call Center Performance Metrics for Dominion Virginia/ North Carolina Power

#### Q4-2016 Update

This document relates to regulatory conditions from docket NC Docket No. E-100 Sub 138; Rule R8-4A.

#### Customer Satisfaction Metrics

The customer service representative score is specific to customers in North Carolina only, while the automated voice system is based on customers in both Dominion Virginia Power and Dominion North Carolina Power.

*Please note that customers rating their satisfaction an '8, 9 or 10' are considered 'highly satisfied.'*

CSAT with call center performance is measured through these two specific measures:

- **Automated voice system** % rating satisfaction '8, 9, or 10' on 1-10 scale
- **Customer service representative** % rating satisfaction '8, 9, or 10' on 1-10 scale

Customer Satisfaction Measure	Q4 - 2016	Q3 - 2016	Q2 - 2016	Q1 - 2016
Automated voice system (% 8-10)	93%	92%	93%	93%
Customer service representative (% 8-10)	98%	96%	96%	97%

#### Average Response Time Performance

Answer rate and average speed of answer are based on customers in both Dominion Virginia Power and Dominion North Carolina Power.

Average Response Time Measures	12 months ending Q4 -2016
Answer Rate (live voice-handled calls)	91.7%
Average Speed of Answer (live voice- and technology-handled calls)	42.1