



# Tracking Customer Issues

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Billing issue Critar tickets –  
Customer Settlements determines if issue goes on BIG list within 24 hours of receipt. ID # given.

Non-BIG list issues will be tracked in ‘exception database’. ID # given.

ALL Critar Tickets

Customer Relations informed of any additional ancillary issues uncovered during the investigation.

Customer Relations Representative receives question from Market Participant via E-mail, Phone, or other NYISO org.

Create Critar Ticket?

No. Issue does not require research and can be answered within a minimal time period.

Yes. Issue requires research and may require assistance from other NYISO groups.

Customer Relations Liaison forwards Critar ticket to designated individual in NYISO Org for issue resolution  
Response returned.

Customer Relations performs initial research on issue. Available resources include – Published data/documents, database reports (BAS/MIS), prior Critar tickets, group knowledge, etc. Comments/Data added to Critar Ticket.

Yes. Owner of issue prepares final issue resolution response for customer

Liaison conducts more research. Forwards to NYISO Org if necessary  
Returns ticket to Owner

No. Forward to appropriate Customer Relations Liaison.

Can the Critar Ticket be closed?

Send response to customer.  
Survey automatically sent.

# Billing Issues

- **Board of Directors requested process for identifying, monitoring, reporting and resolving billing issues**
- **Chief Financial Officer established and sponsors Billing Issues Group**
- **Billing Issues Group**
  - *Cross-functional Team*
  - *Bi-weekly Meetings*
  - *Reviews Billing Issues*

# Pending Changes, Corrections and Final Bill Challenges

DESCRIPTION	ESTIMATED IMPACT	PERIODS AFFECTED	CRITaR TICKET XREF	BILLING ISSUE XREG	EXPOSURE BENEFIT STATUS
<i>I. Business rule modifications and data corrections pending resolution</i>					
Gen specific PTS data errors	Quantification not available	Correction prior to final bills	20031234567890 20031234567891 20031234567892	1 2 3	Trans Customer - schedule 1 Gen Cust - BPCG
<i>II. Resolved business rule modifications and data corrections pending adjustment</i>					
Gen PTIDs removed from model	Quantification not available	3/12/2003 thru 3/31/2003	20031234567893 20031234567894	4 5	Model was updated on 4/15/2003
<i>III. Final Bill Challenges</i>					

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