

July 29, 2022

VIA ELECTRONIC MAIL

Luly E. Massaro, Commission Clerk
Rhode Island Public Utilities Commission
89 Jefferson Boulevard
Warwick, RI 02888

**RE: Docket No. 3476 – Fiscal Year 2022 Gas Service Quality Plan
Annual Report**

Dear Ms. Massaro:

On behalf of The Narragansett Electric Company d/b/a Rhode Island Energy (“RI Energy” or the “Company”), and in accordance with Order No. 17605,¹ this letter and the enclosed four (4) attachments represent the Company’s Annual Report on its Service Quality Plan (“SQP”) for Gas Operations for Fiscal Year (“FY”) 2022 (“2022 Annual Report”). This 2022 Annual Report shows the Company’s annual performance results for FY 2022 (July 1, 2021 through June 30, 2022) and quarterly performance results for the fourth quarter of FY 2022 (April 1, 2022 through June 30, 2022); provides an update on the service measure for meter testing which is based on a calendar year (January 1, 2022 through December 31, 2022); and updates the benchmarks for FY 2023 (July 1, 2022 through June 30, 2023).²

Background

The purpose of the SQP is to ensure that the Company’s gas customers receive a reasonable level of service. Under the SQP, the Company’s performance is measured through eight (8) service metrics: (i) percentage of abandoned calls; (ii) percentage of calls answered within sixty (60) seconds; (iii) percentage of on-cycle meter reads; (iv) meter testing; (v) percentage of customer-requested meter test completed within fifteen (15) days; (vi) percentage of service appointments met; (vii) leak-call response for normal business hours; and (viii) leak-call response for after business hours. Penalties, if any, are determined on an annual basis except for the two (2) leak-call response service measures for which penalties are determined on a quarterly basis. All of the service measures are measured on a fiscal year basis (July 1 through June 30) except for meter testing which is based on a calendar year.

¹ Written order issued on November 21, 2003 in Docket No. 3476.

² Per communication from Commission counsel on October 4, 2021, the Company is submitting an electronic version of this filing followed by six (6) hard copies filed with the Clerk within 24 hours of the electronic filing.

Summary of Penalties

The Company did not incur a penalty for its annual performance for FY 2022 nor did it incur a penalty for its fourth quarter performance.

The Company did incur a penalty (\$75,000) for the meter testing metric for calendar year 2021, which was reflected in the FY 2022 Q2 report. The meter testing metric is the only metric based on a calendar year benchmark. Because the end of the fiscal year second quarter also constitutes the conclusion of the calendar year, this penalty was reported through the Company's Second Quarter Report – FY 2022. The credit of \$75,000 to customers will be made through the service quality performance ("SQP") factor which is presented through the Company's annual Gas distribution adjustment charge ("DAC") filing (Docket No. 22-13-NG). The next DAC filing is anticipated to be made on or around August 1, 2022.

As noted in the FY 2022 Q2 report, the total population of accounts to be exchanged and/or attempted to be exchanged, by lettering and calling, increased by 13,395 accounts, or 37%, compared to CY 2020. The population increase was primarily driven by the Company's inability to exchange meters for a portion of CY 2020, during the COVID-19 Pandemic. In CY 2021, the Company changed a total of 16,891 meters, which is the highest volume changed since 2017 (14,302 meters). However, the Company was unable to complete approximately 4,483 meter exchanges and/or attempts by December 31, 2021. The Company did meet the obligation to letter all of the outstanding 4,483 accounts twice, but the call requirement was not met; due to consumer protection rules 2,733 of the 4,483 accounts required a manual phone call, versus an automated message, by the Company's telephone agents and the Company was unable to complete those outbound calls before December 31, 2021.

The Company is actively working through an action plan to meet the meter testing metric for CY 2022, which included hiring a full-time Customer Meter Services ("CMS") Program Manager (Fall 2021) and their responsibilities include oversight of this metric. Please note, the Company is actively managing through supply chain challenges that are impacting the delivery of various sized gas meters and it may have an impact on the Company's ability to exchange certain larger size/ specialty meters in CY 2022.

The Company also incurred penalties in Q3 FY 2022 for leak-call response – business hours (\$300,000) and leak-call response – after business hours (\$300,000). The total credit of \$600,000 to customers will be made through the SQP factor which is presented through the Company's annual Gas DAC filing (Docket No. 22-13-NG). The next DAC filing is anticipated to be made on or around August 1, 2022. On February 1, 2022, the Company experienced a gas main break in Woonsocket resulting in an increase of odor calls beginning on the evening of February 1, 2022 and lasting through approximately 8 p.m. on February 2, 2022. During that time, the Company responded to all 363 Rhode Island emergency calls that came in on February 1-2, 2022. The expected 2-day average is 66 calls. A total of 28 first responders were deployed on day 1 and 52 first responders were deployed on day 2 to investigate the odor calls. Normally, one first responder would be able to serve that specific area. In addition, 37 personnel were

deployed to work and repair the leak. Even with additional staffing, the Company was unable to respond to some calls within the required 30-minute or 45-minute timeframes, which caused the February performance for leak-call response – business hours to drop to 77.13% and leak-call response – after business hours to drop to 82.16%. The performance from February has been incorporated into the FY 2023 benchmark and penalty threshold for leak-call response – business hours.

The Company’s Annual Performance and Fourth Quarter Performance for FY 2022

The information included in this 2022 Annual Report compares FY 2022 fourth quarter performance or FY 2022 annual performance, depending upon the metric, against the benchmarks provided to the Commission on August 6, 2021 as part of the Company’s 2021 Annual Report.

Attachment 1, Page 2 provides a summary of the service quality performance for both the fourth quarter and overall FY 2022, while Attachment 2 provides month-by-month details for each measure. As shown on Attachment 1, Page 2, Column (8), RI Energy’s fourth quarter performance was within one standard deviation of the established benchmarks in all areas and, therefore, no penalties were incurred based on the Company’s fourth quarter performance. In addition, as shown on Attachment 1, Page 2, Column (12), RI Energy’s FY 2022 performance was within one standard deviation of the established benchmarks in all areas. Therefore, no penalties were incurred based on the Company’s FY 2022 fourth quarter performance or annual performance.

Update on Meter Testing (Based on Calendar Year)

The benchmark for meter testing is based on a calendar year and was revised in October 2012 to reflect the Division’s Rules and Regulations Prescribing Standards for Gas Utilities, Master Meter System, and Jurisdictional Propane Systems, 815-RICR-20-00-1. RI Energy has completed and attempted meter tests (exchanges) on a total of 18,159 meters during the period of January 2022 through June 2022, as shown on Attachment 1, Page 1. The Company forecasts that it will achieve the CY 2022 goal of 52,181 completed and attempted meter tests (exchanges).

FY 2023 Benchmarks

Attachment 3 summarizes the Company’s benchmarks and penalty thresholds that will be used to measure the Company’s performance for FY 2023 (July 1, 2022 through June 30, 2023). The Company has updated the performance benchmarks by incorporating the results of the most recent twelve (12) months of data for the following five (5) metrics: (i) abandoned calls; (ii) calls answered in sixty (60) seconds; (iii) on-cycle meter reads; (iv) service appointments met; and (v) leak-call response – business hours. As mentioned above, the performance from February 2022 (Woonsocket gas leak) was incorporated into the FY 2023 benchmark and penalty threshold for leak-call response – business hours. The benchmarks for customer requested meter tests and

Luly E. Massaro, Commission Clerk
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leak-call response – after business hours are fixed metrics (benchmark and penalty threshold) and therefore have remained the same as prior years. Attachment 4 provides the monthly statistics and additional assumptions used to calculate the Company’s proposed benchmarks and penalty thresholds, primarily based on the most recent 36 months of data³.

Thank you for your attention to this filing. If you have any questions, please contact me at 401-784-4263.

Sincerely,

A handwritten signature in blue ink, appearing to read "Andrew S. Marcaccio".

Andrew S. Marcaccio

Enclosures

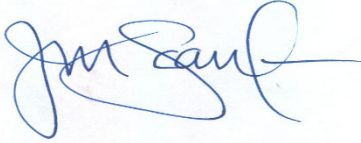
cc: Docket 3476 Service List
Christy Hetherington, Esq.
Al Mancini, Division

³ Metrics with fixed benchmarks and penalty thresholds are not updated based on the most recent 36 months of data.

Certificate of Service

I hereby certify that a copy of the cover letter and any materials accompanying this certificate was electronically transmitted to the individuals listed below.

The paper copies of this filing are being hand delivered to the Rhode Island Public Utilities Commission and to the Rhode Island Division of Public Utilities and Carriers.



Joanne M. Scanlon

July 29, 2022
Date

**Docket No. 3476 – National Grid Gas - Service Quality Plan
 Service list updated on 7/29/2022**

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RHODE ISLAND ENERGY - GAS OPERATIONS
SERVICE QUALITY PERFORMANCE
FISCAL YEAR 2022 - FOURTH QUARTER REPORT (2nd Quarter CY2022)*

<u>SERVICE QUALITY MEASURES</u>	<u>Apr-22</u>	<u>May-22</u>	<u>Jun-22</u>	<u>Q4 Total or Weighted Average</u>	<u>YTD Total or Weighted Average</u>	<u>Benchmark</u>	<u>Penalty Threshold</u>
<u>CALL CENTER RESPONSIVENESS</u>							
Total Calls Answered	31,838	34,502	32,896	99,236	388,929		
Abandoned Calls	854	936	2,038	3,828	10,593		
Total Calls Offered	32,692	35,438	34,934	103,064	399,522		
% Abandoned Calls	2.61%	2.64%	5.83%	3.71%	2.65%	4.16%	7.56%
Answered in 60 Seconds	29,476	31,448	28,065	88,989	358,637		
% Calls Answered in 60 Seconds	90.16%	88.74%	80.34%	86.34%	89.77%	83.39%	75.24%
<u>METER READS</u>							
Scheduled Meters	299,393	282,862	282,599	864,854	3,410,687		
Meters Read	295,311	278,709	278,522	852,542	3,361,728		
% On-Cycle Meter Reads	98.64%	98.53%	98.56%	98.58%	98.56%	98.76%	98.54%
<u>METER TESTING**</u>							
					<u>CY2022 YTD</u>	<u>CY2022 GOAL</u>	
<= 500 Cfh*** (180 month test interval)	1,073	1,363	1,164	3,600	7,042	49,956	
> 500 Cfh (120 month test interval)	72	59	48	179	714	2,225	
Meters Not Tested (Attempts Exhausted)	2,667	361	2,228	5,256	5,807		
Inactive Meters	7	110	-6	111	4,596		
Total					18,159	52,181	
<u>CUSTOMER REQUESTED TESTS</u>							
Customer Requested Tests	1	0	0	1	1		
Tests Completed in 15 Days	1	0	0	1	1		
% Completed in 15 Days	100.00%	100.00%	100.00%	100.0%	100.00%	99.60%	94.04%
<u>SERVICE APPOINTMENTS</u>							
Scheduled Service Appointments	1,726	2,099	2,182	6,007	20,277		
Completed Service Appointments	1,684	2,041	2,121	5,846	19,617		
% Service Appointments Met	97.57%	97.24%	97.20%	97.32%	96.75%	95.78%	94.04%
<u>SAFETY</u>							
Leak-Call Response:							
Normal Business Hours: M-F 8:00-16:30 (excluding holidays)							
Normal Business Hours:							
- Total Calls	323	317	339	979			
- Response in 30 Minutes or Less	321	311	329	961			
% in 30 Minutes or Less	99.38%	98.11%	97.05%	98.16%	Quarterly Metric	95.85%	94.02%
After Business Hours****:							
- Total Calls	219	236	233	688			
- Response in 45 Minutes or Less	212	232	228	672			
% in 45 Minutes or Less	96.80%	98.31%	97.85%	97.67%	Quarterly Metric	95.27%	94.38%

* Note: Docket 3476 Fiscal year runs July 1 through June 30th.

** The meter testing measure is compiled on a calendar year ("CY") basis and the final CY results will be adjusted to reflect the total of attempted periodic tests of meters and will be provided at calendar year end.

*** The definition of commercial and residential meters changed in October 2012 to reflect the revised Division 2006 Regulations. Under those regulations meters with a capacity greater than 500 cubic feet per hour (Cfh) are classified as commercial, and meters with a capacity less than or equal to 500 Cfh are classified as residential.

**** The After Business Hours benchmarks were modified effective January 1, 2013 and are now fixed at a mean 95.27% with a penalty threshold of 94.38%

**RHODE ISLAND ENERGY - GAS OPERATIONS
SERVICE QUALITY PERFORMANCE
FISCAL YEAR 2022 - FOURTH QUARTER REPORT**

Service Quality Measures

Customer Service and Billing:

Service Quality Measures	Benchmarks & Penalties				Quarterly Performance				Annual Performance				
	Benchmark (Mean) (1)	Standard Deviation (2)	Penalty Threshold (3)	Penalty Weight (4)	Maximum Penalty (5)	4th Quarter Performance (6)	Variance from Mean (7)	# Standard Deviations (8)	Penalty (9)	Fiscal YTD Performance (10)	Variance from Mean (11)	# Standard Deviations (12)	Penalty (13)
Abandoned Calls	4.16%	3.40%	7.56%	12%	\$150,000	3.71%	0.45%	0.1311	\$0	2.65%	1.51%	0.4437	\$0
Calls Answered in 60 Seconds	83.39%	8.15%	75.24%	12%	\$150,000	86.34%	2.95%	0.3624	\$0	89.77%	6.38%	0.7824	\$0
On-Cycle Meter Reads	98.76%	0.22%	98.54%	6%	\$75,000	98.58%	-0.18%	0.8345	\$0	98.56%	-0.20%	0.8884	\$0
Meter Testing ¹⁴				6%	\$75,000				\$0				\$0
Total Meters <=500 Cfh Tested (180 month test interval)	49,956					3,600				7,042			
Total Meters >500 Cfh Tested (120 month test interval)	2,225					179				714			
Customer Requested Meter Tests	99.60%	5.56%	94.04%	4%	\$50,000	100.00%	0.40%	0.0719	\$0	100.00%	0.40%	0.0719	\$0
Service Appointments Met	95.78%	1.74%	94.04%	12%	\$150,000	97.32%	1.54%	0.8849	\$0	96.75%	0.97%	0.5546	\$0
Safety - Leak Call Response:													
Normal Business Hours:													
M-F 8:00-16:30 (excluding holidays)													
Normal Business Hours-30 min or less	95.85%	1.83%	94.02%	24%	\$300,000	98.16%	2.31%	1.2631	\$0	95.06%	-0.79%	0.4337	\$0
After Business Hours ¹⁵ -45 min or less	95.27%	0.89%	94.38%	24%	\$300,000	97.67%	2.40%	2.7016	\$0	96.30%	1.03%	1.1520	\$0
				100%	\$1,250,000				\$0				\$0

Notes:

- (1)-(5) Submitted in the Annual Service Quality Report filed on 8/6/2021 (see Attachment 3, Cols. (1) - (3) for FY22 Benchmark, Standard Deviation and Penalty Threshold data).
- (6) Fourth quarter of fiscal year 2022 performance data.
- (7) Calculated as (6) plus or minus (1), where positive results reflect above-average performance.
- (8) Calculated as (7) divided by (2).
- (9) Penalties are assessed when performance exceeds one standard deviation from the mean, with the maximum penalty assessed at two standard deviations from the mean. Only the penalties related to the safety measures are assessed quarterly.
- (10) Year-to-date performance data for fiscal year 2022 (i.e., July '21 - June '22) except Meter Testing. See Note (14).
- (11) Calculated as (10) plus or minus (1), where positive results reflect above-average performance.
- (12) Calculated as (11) divided by (2).
- (13) Penalties are assessed when performance exceeds one standard deviation from the mean, with the maximum penalty assessed at two standard deviations from the mean.
- (14) The meter testing measure is compiled on a calendar year basis. Therefore, the FY22 Report reflects activity between January '22 through June '22. The final CY results will be adjusted to reflect the total of attempted periodic tests of meters and will be provided at CY end.
- (15) The after business hours benchmarks were modified effective January 1, 2013 and are now fixed at a mean 95.27% with a penalty threshold of 94.38%.

RHODE ISLAND ENERGY - GAS OPERATIONS
SERVICE QUALITY PERFORMANCE
FISCAL YEAR 2022 - ANNUAL PERFORMANCE DATA

Rhode Island Energy - Gas
RIPUC Docket No. 3476
Service Quality Report
Attachment 2

SERVICE QUALITY MEASURES	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	Total or Weighted Average
CALL CENTER RESPONSIVENESS													
Total Calls Answered	33,886	31,752	31,929	32,582	30,344	28,712	31,956	32,700	35,832	31,838	34,502	32,896	388,929
Abandoned Calls	1,070	591	707	529	542	390	586	1,225	1,125	854	936	2,038	10,593
Total Calls Offered	34,956	32,343	32,636	33,111	30,886	29,102	32,542	33,925	36,957	32,692	35,438	34,934	399,522
% Abandoned Calls	3.06%	1.83%	2.17%	1.60%	1.75%	1.34%	1.80%	3.61%	3.04%	2.61%	2.64%	5.83%	2.65%
Answered in 60 Seconds	30,692	29,420	28,456	30,144	29,092	28,324	30,994	29,923	32,603	29,476	31,448	28,065	358,637
% Calls Answered in 60 Seconds	87.80%	90.96%	87.19%	91.04%	94.19%	97.33%	95.24%	88.20%	88.22%	90.16%	88.74%	80.34%	89.77%
METER READS													
Scheduled Meters	281,054	280,654	279,112	280,621	283,337	281,659	294,914	282,041	282,441	299,393	282,862	282,599	3,410,687
Meters Read	276,328	275,606	275,883	276,282	279,354	277,798	291,022	278,420	278,493	295,311	278,709	278,522	3,361,728
% On-Cycle Meter Reads	98.32%	98.20%	98.84%	98.45%	98.59%	98.63%	98.68%	98.72%	98.60%	98.64%	98.53%	98.56%	98.56%
METER TESTING*													
<= 500 Cfh** (180 month test interval)	1,234	1,300	1,494	1,556	858	658	2,542	217	683	1,073	1,363	1,164	14,142
> 500 Cfh (120 month test interval)	73	67	47	65	35	69	334	62	139	72	59	48	1,070
Total Meters Tested*	1,307	1,367	1,541	1,621	893	727	2,876	279	822	1,145	1,422	1,212	15,212
CUSTOMER REQUESTED TESTS													
Customer Requested Tests	0	0	0	0	0	0	0	0	0	1	0	0	1
Tests Completed in 15 Days	0	0	0	0	0	0	0	0	0	1	0	0	1
% Completed in 15 Days	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SERVICE APPOINTMENTS													
Scheduled Service Appointments	2,352	1,960	2,038	1,767	1,203	1,106	1,851	888	1,105	1,726	2,099	2,182	20,277
Completed Service Appointments	2,260	1,900	1,977	1,670	1,146	1,084	1,788	858	1,088	1,684	2,041	2,121	19,617
% Service Appointments Met	96.09%	96.94%	97.01%	94.51%	95.26%	98.01%	96.60%	96.62%	98.46%	97.57%	97.24%	97.20%	96.75%
SAFETY													
Leak-Call Response:													
Normal Business Hours: M-F8:00-16:30 (excluding holidays)													
- Total Calls	351	340	346	374	409	428	431	481	392	323	317	339	4,531
- Response in 30 Minutes or Less	337	326	326	367	398	415	422	371	384	321	311	329	4,307
% in 30 Minutes or Less	96.01%	95.88%	94.22%	98.13%	97.31%	96.96%	97.91%	77.13%	97.96%	99.38%	98.11%	97.05%	95.06%
After Business Hours***:													
- Total Calls	225	264	290	375	431	300	396	482	328	219	236	233	3,779
- Response in 45 Minutes or Less	220	261	284	371	426	290	391	396	328	212	232	228	3,639
% in 45 Minutes or Less	97.78%	98.86%	97.93%	98.93%	98.84%	96.67%	98.74%	82.16%	100.00%	96.80%	98.31%	97.85%	96.30%

* The meter testing measure is compiled on a calendar year basis.

** The definition of commercial and residential meters changed in October 2012 to reflect the revised Division 2006 Regulations. Under those regulations meters with a capacity greater than 500 cubic feet per hour (Cfh) are classified as commercial, and meters with a capacity less than or equal to 500 Cfh are classified as residential.

*** The After Business Hours benchmarks were modified effective January 1, 2013 and are now fixed at a mean 95.27% with a penalty threshold of 94.38%

**** The performance for Feb 2022 Leak-Call Response - After Business Hours was updated from 81.84% (479 Total calls and 392 Response in 45 Minutes or Less) to 82.16% (482 Total calls and 396 Response in 45 Minutes or Less). This update does not change the maximum penalty (\$300K) incurred for Q3 FY 2022.

**RHODE ISLAND ENERGY - GAS OPERATIONS
REVISED SERVICE QUALITY BENCHMARKS
FISCAL YEAR 2023**

Measures

Customer Service and Billing:

- Abandoned Calls
- Calls Answer in 60 Seconds
- On-Cycle Meter Reads
- Meter Testing*
 - <= 500 Cfh (180 month test interval)
 - > 500 Cfh (120 month test interval)
- Customer Requested Meter Tests**
- Service Appointments Met

Benchmark (Mean) FY22	Standard Deviation (+/-)	Penalty Threshold
3.97%	3.18%	7.15%
84.95%	8.39%	76.56%
98.64%	0.21%	98.43%
<u>CY2022 GOAL</u>		
49,956		
2,225		
99.60%	5.56%	94.04%
96.37%	1.77%	94.60%

Business Hours: M-F 8:00-16:30
(excluding holidays)

Safety - Leak Call Response:

- Normal Business Hours - 30 min or less
- After Business Hours*** - 45 min or less

95.68%	3.71%	91.97%
95.27%	0.89%	94.38%

*The meter testing measure is compiled on a calendar year basis. The final CY results will be adjusted to reflect the total of attempted periodic tests of meters and will be provided at CY end.

**Effective July 1, 2019 the benchmarks for customer requested meter tests were fixed

***Normal Business Hours defined as M-F 8:00-16:00 (excluding holidays)

****The after business hours benchmarks were modified effective January 1, 2013 and are now fixed at a mean 95.27% with a penalty threshold of 94.38%.

**RHODE ISLAND ENERGY - GAS OPERATIONS
SERVICE QUALITY BENCHMARKS**

SERVICE QUALITY MEASURES	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20
CALL CENTER RESPONSIVENESS												
Total Calls Answered	27,492	34,188	31,350	37,127	35,019	34,172	36,477	33,039	30,022	24,710	22,125	22,657
Abandoned Calls	3,923	4,445	2,582	3,199	2,639	1,331	1,006	696	503	353	370	336
Total Calls Offered	31,415	38,633	33,932	40,326	37,658	35,503	37,483	33,735	30,525	25,063	22,495	22,993
% Abandoned Calls	12.49%	11.51%	7.61%	7.93%	7.01%	3.75%	2.68%	2.06%	1.65%	1.41%	1.64%	1.46%
Answered in 60 Seconds	22,086	25,673	25,004	25,987	26,929	29,706	32,797	30,549	28,137	22,979	20,785	21,584
% Calls Answered in 60 Seconds	70.30%	66.45%	73.69%	64.44%	71.51%	83.67%	87.50%	90.56%	92.18%	91.68%	92.40%	93.87%
METER READS												
Scheduled Meters	281,158	281,257	281,751	281,813	281,718	282,136	293,188	283,364	286,235	282,913	287,643	285,552
Meters Read	278,211	278,022	278,206	277,967	277,968	278,620	290,162	280,382	283,271	279,889	284,550	280,806
% On-Cycle Meter Reads	98.95%	98.85%	98.74%	98.64%	98.67%	98.75%	98.97%	98.95%	98.96%	98.93%	98.92%	98.34%
METER TESTING*												
<= 500 Cfh (180 month test interval)	1,007	783	1,398	578	370	763	0	0	560	41	17	31
> 500 Cfh (120 month test interval)	176	158	148	67	41	128	0	0	96	3	5	36
Total Meters Tested	1,183	941	1,546	645	411	891	0	0	656	44	22	67
Customer Requested Tests	0	0	0	1	2	2	1	0	0	0	0	0
Tests Completed in 15 Days	0	0	0	1	2	2	1	0	0	0	0	0
% Completed in 15 Days	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SERVICE APPOINTMENTS												
Scheduled Service Appointments	1571	716	1225	1595	1698	1,637	1,692	1,383	1,464	730	319	510
Completed Service Appointments	1507	655	1110	1477	1629	1,576	1,649	1,343	1,417	720	312	494
% Service Appointments Met	95.93%	91.48%	90.61%	92.60%	95.94%	96.27%	97.46%	97.11%	96.79%	98.63%	97.81%	96.86%
SAFETY												
Leak-Call Response:												
Normal Business Hours:												
M-F 8:00-16:30 (excluding holidays)												
- Total Calls	333	329	391	436	427	421	474	357	312	272	337	313
- Response in 30 Minutes or Less	307	303	375	411	399	391	462	348	300	265	333	305
% in 30 Minutes or Less	92.19%	92.10%	95.91%	94.27%	93.44%	92.87%	97.47%	97.48%	96.15%	97.43%	98.81%	97.44%
After Business Hours**:												
- Total Calls	270	270	316	385	421	438	400	337	268	209	266	243
- Response in 45 Minutes or Less	261	254	302	359	399	406	381	326	262	207	260	240
% in 45 Minutes or Less	96.67%	94.07%	95.57%	93.25%	94.77%	92.69%	95.25%	96.74%	97.76%	99.04%	97.74%	98.77%

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94.38%.

**RHODE ISLAND ENERGY - GAS OPERATIONS
SERVICE QUALITY BENCHMARKS**

SERVICE QUALITY MEASURES	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21
CALL CENTER RESPONSIVENESS												
Total Calls Answered	20,846	23,360	21,616	26,533	22,478	25,804	31,349	25,421	29,984	23,897	26,204	31,292
Abandoned Calls	397	1,294	725	3,863	516	397	672	600	436	372	678	2,168
Total Calls Offered	21,243	24,654	22,341	30,396	22,994	26,201	32,021	26,021	30,420	24,269	26,882	33,460
% Abandoned Calls	1.87%	5.25%	3.25%	12.71%	2.24%	1.52%	2.10%	2.31%	1.43%	1.53%	2.52%	6.48%
Answered in 60 Seconds	19,348	18,585	18,272	22,072	19,511	24,011	27,773	22,059	27,270	21,680	23,880	27,780
% Calls Answered in 60 Seconds	91.08%	75.38%	81.79%	72.61%	84.85%	91.64%	86.73%	84.77%	89.64%	89.33%	88.83%	83.02%
METER READS												
Scheduled Meters	290,008	290,250	284,596	284,711	284,114	282,637	313,403	290,648	282,080	281,828	283,169	285,451
Meters Read	286,307	285,068	280,715	280,659	280,107	278,595	309,357	286,364	278,136	277,833	278,788	280,705
% On-Cycle Meter Reads	98.72%	98.21%	98.64%	98.58%	98.59%	98.57%	98.71%	98.53%	98.60%	98.58%	98.45%	98.34%
METER TESTING*												
<= 500 Cfh (180 month test interval)	61	58	234	581	572	1,472	163	519	1,279	1,702	1,224	1,427
> 500 Cfh (120 month test interval)	21	25	30	21	17	45	7	43	54	88	82	98
Total Meters Tested	82	83	264	602	589	1,517	170	562	1,333	1,790	1,306	1,525
Customer Requested Tests	0	0	0	0	0	0	0	1	2	1	0	0
Tests Completed in 15 Days	0	0	0	0	0	0	0	1	2	1	0	0
% Completed in 15 Days	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SERVICE APPOINTMENTS												
Scheduled Service Appointments	487	369	619	854	930	944	3,355	2,285	2,136	2,652	2,633	2,474
Completed Service Appointments	474	356	609	827	908	915	3,176	2,214	2,076	2,550	2,543	2,418
% Service Appointments Met	97.33%	96.48%	98.38%	96.84%	97.63%	96.93%	94.66%	96.89%	97.19%	96.15%	96.58%	97.74%
SAFETY												
Leak-Call Response:												
Normal Business Hours:												
M-F 8:00-16:30 (excluding holidays)												
- Total Calls	273	329	357	420	409	494	446	337	328	338	362	346
- Response in 30 Minutes or Less	257	321	343	408	387	471	432	327	320	332	349	341
% in 30 Minutes or Less	94.14%	97.57%	96.08%	97.14%	94.62%	95.34%	96.86%	97.03%	97.56%	98.22%	96.41%	98.55%
After Business Hours**:												
- Total Calls	271	300	274	334	355	402	383	314	256	257	284	250
- Response in 45 Minutes or Less	268	291	265	329	339	390	375	307	252	255	280	247
% in 45 Minutes or Less	98.89%	97.00%	96.72%	98.50%	95.49%	97.01%	97.91%	97.77%	98.44%	99.22%	98.59%	98.80%

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94.38%.

**RHODE ISLAND ENERGY - GAS OPERATIONS
SERVICE QUALITY BENCHMARKS**

SERVICE QUALITY MEASURES	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	36 Month Average	Standard Deviation	Penalty Threshold	Maximum Penalty
CALL CENTER RESPONSIVENESS																
Total Calls Answered	33,886	31,752	31,929	32,582	30,344	28,712	31,956	32,700	35,832	31,838	34,502	32,896	29,614			
Abandoned Calls	1,070	591	707	529	542	390	586	1,225	1,125	854	936	2,038	1,225			
Total Calls Offered	34,956	32,343	32,636	33,111	30,886	29,102	32,542	33,925	36,957	32,692	35,438	34,934	30,838			
% Abandoned Calls	3.06%	1.83%	2.17%	1.60%	1.75%	1.34%	1.80%	3.61%	3.04%	2.61%	2.64%	5.83%	3.97%	3.18%	7.15%	10.33%
Answered in 60 Seconds	30,692	29,420	28,456	30,144	29,092	28,324	30,994	29,923	32,603	29,476	31,448	28,065	26,197			
% Calls Answered in 60 Seconds	87.80%	90.96%	87.19%	91.04%	94.19%	97.33%	95.24%	88.20%	88.22%	90.16%	88.74%	80.34%	84.95%	8.39%	76.56%	68.17%
METER READS																
Scheduled Meters	281,054	280,654	279,112	280,621	283,337	281,659	294,914	282,041	282,441	299,393	282,862	282,599	285,342			
Meters Read	276,328	275,606	275,883	276,282	279,354	277,798	291,022	278,420	278,493	295,311	278,709	278,522	281,456			
% On-Cycle Meter Reads	98.32%	98.20%	98.84%	98.45%	98.59%	98.63%	98.68%	98.72%	98.60%	98.64%	98.53%	98.56%	98.64%	0.21%	98.43%	98.22%
METER TESTING*																
<= 500 Cfh (180 month test interval)	1,234	1,300	1,494	1,556	858	658	2,542	217	683	1,073	1,363	1,164	9,661			
> 500 Cfh (120 month test interval)	73	67	47	65	35	69	334	62	139	72	59	48	820			
Total Meters Tested	1,307	1,367	1,541	1,621	893	727	2,876	279	822	1,145	1,422	1,212	10,480			
Customer Requested Tests	0	0	0	0	0	0	0	0	0	1	0	0	0.3			
Tests Completed in 15 Days	0	0	0	0	0	0	0	0	0	1	0	0	0.3			
% Completed in 15 Days	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.00%	100.00%	100.00%
SERVICE APPOINTMENTS																
Scheduled Service Appointments	2,352	1,960	2,038	1,767	1,203	1,106	1,851	888	1,105	1,726	2,099	2,182	1,515			
Completed Service Appointments	2,260	1,900	1,977	1,670	1,146	1,084	1,788	858	1,088	1,684	2,041	2,121	1,460			
% Service Appointments Met	96.09%	96.94%	97.01%	94.51%	95.26%	98.01%	96.60%	96.62%	98.46%	97.57%	97.24%	97.20%	96.37%	1.77%	94.60%	92.83%
SAFETY																
Leak-Call Response:																
Normal Business Hours:																
M-F 8:00-16:30 (excluding holidays)																
- Total Calls	351	340	346	374	409	428	431	481	392	323	317	339	371			
- Response in 30 Minutes or Less	337	326	326	367	398	415	422	371	384	321	311	329	355			
% in 30 Minutes or Less	96.01%	95.88%	94.22%	98.13%	97.31%	96.96%	97.91%	77.13%	97.96%	99.38%	98.11%	97.05%	95.68%	3.71%	91.97%	88.26%
After Business Hours**:																
- Total Calls	225	264	290	375	431	300	396	482	328	219	236	233	313			
- Response in 45 Minutes or Less	220	261	284	371	426	290	391	396	328	212	232	228	303			
% in 45 Minutes or Less	97.78%	98.86%	97.93%	98.93%	98.84%	96.67%	98.74%	82.16%	100.00%	96.80%	98.31%	97.85%	96.56%	3.07%	93.49%	90.42%

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94.38%.

*** The performance for Feb 2022 Leak-Call Response - After Business Hours was updated from 81.84% (479 Total calls and 392 Response in 45 Minutes or Less) to 82.16% (482 Total calls and 396 Response in 45 Minutes or Less). This update does not change the maximum penalty (\$300K) incurred for Q3 FY 2022.