

July 26, 2023

VIA ELECTRONIC MAIL

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

**RE: Docket No. 3476 – Gas Service Quality Plan
Annual Report - Fiscal Year 2023**

Dear Ms. Massaro:

On behalf of The Narragansett Electric Company d/b/a Rhode Island Energy (“RI Energy” or the “Company”), 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”) 2023 (“2023 Annual Report”). This 2023 Annual Report shows the Company’s annual performance results for FY 2023 (July 1, 2022 through June 30, 2023) and quarterly performance results for the fourth quarter of FY 2023 (April 1, 2023 through June 30, 2023); provides an update on the service measure for meter testing which is based on a calendar year (January 1, 2023 through December 31, 2023); and updates the benchmarks for FY 2024 (July 1, 2023 through June 30, 2024). This Annual Report is being provided to the Division of Public Utilities & Carriers (“Division”) and the Public Utilities Commission (“PUC”) in accordance with Order No. 17605.¹

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: percentage of abandoned calls; percentage of calls answered within sixty (60) seconds; percentage of on-cycle meter reads; meter testing; percentage of customer-requested meter test completed within fifteen (15) days; percentage of service appointments met; leak-call response for normal business hours; and 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, if any, are determined on a quarterly basis. All 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 (“CY”).

Summary of Penalties

The Company incurred a penalty (\$75,000) for the on-cycle meter reads metric for FY 2023. The credit of \$75,000 to customers will be made through the next service quality performance (“SQP”) factor which is presented through the Company’s annual Gas distribution

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

adjustment charge (“DAC”) filing. The next DAC filing is anticipated to be made on or around August 1, 2023 in Docket No. 23-23-NG. The Company is taking proactive steps to improve the performance of this metric for FY 2024 in order to increase the percentage of meters being successfully read on a monthly basis.

The Company also incurred a penalty (\$75,000) for the meter testing metric for calendar year 2022, which was reflected in the FY 2023 Q2 report that was filed with the PUC in the above-referenced docket on February 1, 2023. 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 2023. Please see the Company’s Second Quarter Report – FY 2023 for additional details. This credit of \$75,000 to customers will also be made through the next SQP factor which is presented through the Company’s annual DAC filing.

The Company’s Annual Performance and Fourth Quarter Performance for FY 2023

The information included in this 2023 Annual Report compares FY 2023 fourth quarter performance or FY 2023 annual performance, depending on the metric, against the benchmarks provided to the PUC on July 29, 2022 as part of the Company’s 2022 Annual Report.

Attachment 1, Page 2 provides a summary of the service quality performance for both the fourth quarter and overall FY 2023, 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, except for on-cycle meter reads, however that performance is evaluated annually not quarterly, so no penalties were incurred based solely on the Company’s fourth quarter performance. However, as shown on Attachment 1, Page 2, Column (12), RI Energy’s FY 2023 annual performance was within one standard deviation of the established benchmarks in all areas, except for on-cycle meter reads. Based on the annual performance of the on-cycle meter reads metric, as mentioned above, the Company will incur a penalty of \$75,000.

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 28,013 meters during the period of January 2023 through June 2023, as shown on Attachment 1, Page 1. The Company is currently running low on inventory of 250 class meters (standard residential meters) and is continuing to explore strategies to increase inventory levels. A continued lack of inventory could impact the Company’s ability to exchange meters in CY 2023, however the Company is currently forecasting that it will achieve the CY 2023 goal of 60,314 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 2024 (July 1, 2023 through June 30, 2024). 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. The benchmarks for customer requested meter tests and 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 data.²

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

Sincerely,



Andrew S. Marcaccio

Enclosures

cc: Docket No. 3476 Service List
Christy Hetherington, Esq.
Al Mancini, Division

² Metrics with fixed benchmarks and penalty thresholds are not updated based on the most recent 36 months of data.

RHODE ISLAND ENERGY - GAS OPERATIONS
SERVICE QUALITY PERFORMANCE
REGULATORY FISCAL YEAR 2023 - FOURTH QUARTER REPORT (2nd Quarter CY2023)*
Regulatory Fiscal Year runs July 2022 - June 2023

SERVICE QUALITY MEASURES	Apr-23	May-23	Jun-23	Q4 Total or Weighted Average	FY Total or Weighted Average	Benchmark	Penalty Threshold	Potential Penalty	Penalty Assessed
CALL CENTER RESPONSIVENESS									
Total Calls Answered	30,792	37,100	37,306	105,198	406,553				
Abandoned Calls	546	646	501	1,693	11,774				
Total Calls Offered	31,338	37,746	37,807	106,891	418,327				
% Abandoned Calls	1.74%	1.71%	1.33%	1.58%	2.81%	3.97%	7.15%	\$150,000	\$0
Answered in 60 Seconds	29,057	35,228	34,654	98,939	369,555				
% Calls Answered in 60 Seconds	92.72%	93.33%	91.66%	92.56%	88.34%	84.95%	76.56%	\$150,000	\$0
METER READS									
Scheduled Meters	285,132	285,333	274,672	845,137	3,400,471				
Meters Read	277,797	278,708	268,863	825,368	3,329,837				
% On-Cycle Meter Reads	97.43%	97.68%	97.89%	97.66%	97.92%	98.64%	98.43%	\$75,000	\$75,000
METER TESTING (Calendar Year)¹									
					CY2023 CYTD	CY2023 GOAL			
<= 500 Cfh ² (180 month test interval)	2,848	2,898	2,625	8,371	11,721	57,932			
> 500 Cfh (120 month test interval)	81	40	78	199	352	2,382			
Meters Not Tested (Attempts Exhausted)	2,924	4,057	2,336	9,317	10,995				
Inactive Meters	-218	84	-127	-261	4,945				
Total	5,635	7,079	4,912	17,626	28,013	60,314		\$75,000	\$0
CUSTOMER REQUESTED TESTS									
Customer Requested Tests	0	0	0	0	4				
Tests Completed in 15 Days	0	0	0	0	4				
% Completed in 15 Days	100.00%	100.00%	100.00%	100.00%	100.00%	99.60%	94.04%	\$50,000	\$0
SERVICE APPOINTMENTS									
Scheduled Service Appointments	2,774	3,248	2,778	8,800	29,571				
Completed Service Appointments	2,720	3,193	2,735	8,648	28,839				
% Service Appointments Met	98.05%	98.31%	98.45%	98.27%	97.52%	96.37%	94.60%	\$150,000	\$0
SAFETY									
Leak-Call Response:									
Normal Business Hours: M-F 8:00-16:30 (excluding holidays)									
Normal Business Hours³:									
- Total Calls	392	389	354	1,135					
- Response in 30 Minutes or Less	383	383	347	1,113					
% in 30 Minutes or Less	97.70%	98.46%	98.02%	98.06%	Quarterly Metric	95.68%	91.97%	\$300,000	\$0
After Business Hours⁴:									
- Total Calls	247	236	187	670					
- Response in 45 Minutes or Less	247	233	184	664					
% in 45 Minutes or Less	100.00%	98.73%	98.40%	99.10%	Quarterly Metric	95.27%	94.38%	\$300,000	\$0

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

(1) The meter testing measure is compiled on a calendar year basis. Therefore, this fiscal year 2023 third quarter report reflects activity between January 2023 through June 2023. The calendar year 2023 goal reflects all meters that are aged greater than the 120 and 180 month test intervals and any meter aging during calendar year 2023. The final calendar year results will be adjusted to reflect the total of attempted periodic tests of meters.

(2) 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.

(3) The FY 2023 penalty threshold was updated from 91.96% to 91.97% based on a minor data adjustments to the historical baseline month of June 2022. Total calls decreased from 344 to 339 and Response in 30 Minutes or Less decreased from 333 to 329. This did not result in any material impact to Q4 FY22 performance.

(4) 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 2023 - FOURTH QUARTER REPORT

Service Quality Measures

Customer Service and Billing:

	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 Year Performance (10)	Variance from Mean (11)	# Standard Deviations (12)	Penalty (13)
Abandoned Calls	3.97%	3.18%	7.15%	12%	\$150,000	1.58%	2.39%	0.7504	\$0	2.81%	1.16%	0.3634	\$0
Calls Answered in 60 Seconds	84.95%	8.39%	76.56%	12%	\$150,000	92.56%	7.61%	0.9071	\$0	88.34%	3.39%	0.4042	\$0
On-Cycle Meter Reads	98.64%	0.21%	98.43%	6%	\$75,000	97.66%	-0.98%	4.6626	\$0	97.92%	-0.72%	3.4152	\$75,000
Meter Testing ¹⁴				6%	\$75,000				\$0				\$0
Total Meters <=500 Cfh Tested (180 month test interval)	57,932					8,371				11,721			
Total Meters >500 Cfh Tested (120 month test interval)	2,382					199				352			
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	96.37%	1.77%	94.60%	12%	\$150,000	98.27%	1.90%	1.0750	\$0	97.52%	1.15%	0.6523	\$0
Safety - Leak Call Response:													
Normal Business Hours:													
M-F 8:00-16:30 (excluding holidays)													
Normal Business Hours-30 min or less	95.68%	3.71%	91.97%	24%	\$300,000	98.06%	2.38%	0.6420	\$0	Quarterly Metric			
After Business Hours ¹⁵ -45 min or less	95.27%	0.89%	94.38%	24%	\$300,000	99.10%	3.83%	4.3084	\$0	Quarterly Metric			
				100%	\$1,250,000				\$0				\$75,000

Notes:

- (1)-(5) Calculated based on 3-year actual historical performance and submitted in the Annual Service Quality Report filed on 7/29/2022.
- (6) Fourth quarter of fiscal year 2023 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) Annual performance data for fiscal year 2023 (i.e., July '22 - June '23) 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, this fiscal year 2023 fourth quarter report reflects activity between January 2023 through June 2023. The calendar year 2023 goal reflects all meters that are aged greater than the 120 and 180 month test intervals and any meter aging during calendar year 2023. The final calendar year results will be adjusted to reflect the total of attempted periodic tests of meters.
- (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 2023 - ANNUAL PERFORMANCE DATA**

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

<u>SERVICE QUALITY MEASURES</u>	<u>Jul-22</u>	<u>Aug-22</u>	<u>Sep-22</u>	<u>Oct-22</u>	<u>Nov-22</u>	<u>Dec-22</u>	<u>Jan-23</u>	<u>Feb-23</u>	<u>Mar-23</u>	<u>Apr-23</u>	<u>May-23</u>	<u>Jun-23</u>	<u>Total or Weighted Average</u>
CALL CENTER RESPONSIVENESS													
Total Calls Answered	33,405	36,902	35,319	34,345	30,427	29,305	34,595	32,049	35,008	30,792	37,100	37,306	406,553
Abandoned Calls	1,433	1,114	793	939	360	310	1,116	2,094	1,922	546	646	501	11,774
Total Calls Offered	34,838	38,016	36,112	35,284	30,787	29,615	35,711	34,143	36,930	31,338	37,746	37,807	418,327
% Abandoned Calls	4.11%	2.93%	2.20%	2.66%	1.17%	1.05%	3.13%	6.13%	5.20%	1.74%	1.71%	1.33%	2.81%
Answered in 60 Seconds	28,734	33,344	32,494	30,782	29,069	28,629	31,479	26,386	29,699	29,057	35,228	34,654	369,555
% Calls Answered in 60 Seconds	82.48%	87.71%	89.98%	87.24%	94.42%	96.67%	88.15%	77.28%	80.42%	92.72%	93.33%	91.66%	88.34%
METER READS													
Scheduled Meters	282,756	283,118	283,772	286,135	283,678	273,836	284,276	288,650	289,113	285,132	285,333	274,672	3,400,471
Meters Read	278,321	278,041	276,110	281,260	278,237	268,561	278,705	282,822	282,412	277,797	278,708	268,863	3,329,837
% On-Cycle Meter Reads	98.43%	98.21%	97.30%	98.30%	98.08%	98.07%	98.04%	97.98%	97.68%	97.43%	97.68%	97.89%	97.92%
METER TESTING*													
<= 500 Cfh** (180 month test interval)	1,442	1,574	1,318	874	976	1,374	970	1,193	1,187	2,848	2,898	2,625	19,279
> 500 Cfh (120 month test interval)	46	51	26	18	24	22	33	83	37	81	40	78	539
Total Meters Tested*	1,488	1,625	1,344	892	1,000	1,396	1,003	1,276	1,224	2,929	2,938	2,703	19,818
CUSTOMER REQUESTED TESTS													
Customer Requested Tests	0	0	0	0	0	0	0	1	3	0	0	0	4
Tests Completed in 15 Days	0	0	0	0	0	0	0	1	3	0	0	0	4
% 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%	100.00%
SERVICE APPOINTMENTS													
Scheduled Service Appointments	2,224	2,522	2,667	2,581	2,330	2,498	2,158	1,581	2,210	2,774	3,248	2,778	29,571
Completed Service Appointments	2,183	2,462	2,579	2,494	2,249	2,403	2,114	1,556	2,151	2,720	3,193	2,735	28,839
% Service Appointments Met	98.16%	97.62%	96.70%	96.63%	96.52%	96.20%	97.96%	98.42%	97.33%	98.05%	98.31%	98.45%	97.52%
SAFETY													
Leak-Call Response:													
Normal Business Hours: M-F:8:00-16:30 (excluding holidays)													
- Total Calls	325	499	519	578	529	455	400	284	376	392	389	354	5,100
- Response in 30 Minutes or Less	318	492	511	566	515	442	388	277	368	383	383	347	4,990
% in 30 Minutes or Less	97.85%	98.60%	98.46%	97.92%	97.35%	97.14%	97.00%	97.54%	97.87%	97.70%	98.46%	98.02%	97.84%
After Business Hours***:													
- Total Calls	222	241	247	369	336	314	313	314	231	247	236	187	3,257
- Response in 45 Minutes or Less	219	239	245	364	329	313	306	310	230	247	233	184	3,219
% in 45 Minutes or Less	98.65%	99.17%	99.19%	98.64%	97.92%	99.68%	97.76%	98.73%	99.57%	100.00%	98.73%	98.40%	98.83%

* 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%

**RHODE ISLAND ENERGY - GAS OPERATIONS
REVISED SERVICE QUALITY BENCHMARKS
REGULATORY FISCAL YEAR 2024 (July 2023 - June 2024)**

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) FY23	Standard Deviation (+/-)	Penalty Threshold
3.03%	2.20%	5.23%
87.85%	5.75%	82.10%
98.35%	0.38%	97.97%
<u>CY2023 GOAL</u>		
57,932		
2,382		
99.60%	5.56%	94.04%
97.03%	0.99%	96.04%

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

96.55%	3.56%	92.99%
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

***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-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22
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	33,886	31,752	31,929	32,582	30,344	28,712	31,956	32,700	35,832	31,838	34,502	32,896
Abandoned Calls	397	1,294	725	3,863	516	397	672	600	436	372	678	2,168	1,070	591	707	529	542	390	586	1,225	1,125	854	936	2,038
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	34,956	32,343	32,636	33,111	30,886	29,102	32,542	33,925	36,957	32,692	35,438	34,934
% 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%	3.06%	1.83%	2.17%	1.60%	1.75%	1.34%	1.80%	3.61%	3.04%	2.61%	2.64%	5.83%
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	30,692	29,420	28,456	30,144	29,092	28,324	30,994	29,923	32,603	29,476	31,448	28,065
% 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%	87.80%	90.96%	87.19%	91.04%	94.19%	97.33%	95.24%	88.20%	88.22%	90.16%	88.74%	80.34%
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	281,054	280,654	279,112	280,621	283,337	281,659	294,914	282,041	282,441	299,393	282,862	282,599
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	276,328	275,606	275,883	276,282	279,354	277,798	291,022	278,420	278,493	295,311	278,709	278,522
% 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%	98.32%	98.20%	98.84%	98.45%	98.59%	98.63%	98.68%	98.72%	98.60%	98.64%	98.53%	98.56%
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	1,234	1,300	1,494	1,556	858	658	2,542	217	683	1,073	1,363	1,164
> 500 Cfh (120 month test interval)	21	25	30	21	17	45	7	43	54	88	82	98	73	67	47	65	35	69	334	62	139	72	59	48
Total Meters Tested	82	83	264	602	589	1,517	170	562	1,333	1,790	1,306	1,525	1,307	1,367	1,541	1,621	893	727	2,876	279	822	1,145	1,422	1,212
Customer Requested Tests	0	0	0	0	0	0	0	1	2	1	0	0	0	0	0	0	0	0	0	0	0	1	0	0
Tests Completed in 15 Days	0	0	0	0	0	0	0	1	2	1	0	0	0	0	0	0	0	0	0	0	0	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%	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	2,352	1,960	2,038	1,767	1,203	1,106	1,851	888	1,105	1,726	2,099	2,182
Completed Service Appointments	474	356	609	827	908	915	3,176	2,214	2,076	2,550	2,543	2,418	2,260	1,900	1,977	1,670	1,146	1,084	1,788	858	1,088	1,684	2,041	2,121
% 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%	96.09%	96.94%	97.01%	94.51%	95.26%	98.01%	96.60%	96.62%	98.46%	97.57%	97.24%	97.20%
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	351	340	346	374	409	428	431	481	392	323	317	339
- Response in 30 Minutes or Less	257	321	343	408	387	471	432	327	320	332	349	341	337	326	326	367	398	415	422	371	384	321	311	329
% 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%	96.01%	95.88%	94.22%	98.13%	97.31%	96.96%	97.91%	77.13%	97.96%	99.38%	98.11%	97.05%
After Business Hours**:																								
- Total Calls	271	300	274	334	355	402	383	314	256	257	284	250	225	264	290	375	431	300	396	482	328	219	236	233
- Response in 45 Minutes or Less	268	291	265	329	339	390	375	307	252	255	280	247	220	261	284	371	426	290	391	396	328	212	232	228
% 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%	97.78%	98.86%	97.93%	98.93%	98.84%	96.67%	98.74%	82.16%	100.00%	96.80%	98.31%	97.85%

*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. This measure is compiled on a calendar year basis.

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**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%.

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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.

Leak Call Response performance for June 2022 changed from Business Hours: 96.80% (344 Total Calls and 333 Response in 30 Minutes or Less) to 97.05% (339 Total Calls and 329 Response in 30 Minutes or Less); After Business Hours: 96.97% (231 Total Calls and 224 Response in 45 Minutes or Less) to 97.00% (233 Total Calls and 226 Response in 45 Minutes or Less).

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

SERVICE QUALITY MEASURES	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	36 Month Average	Standard Deviation	Penalty Threshold	Maximum Penalty
CALL CENTER RESPONSIVENESS																
Total Calls Answered	33,405	36,902	35,319	34,345	30,427	29,305	34,595	32,049	35,008	30,792	37,100	37,306	30,674			
Abandoned Calls	1,433	1,114	793	939	360	310	1,116	2,094	1,922	546	646	501	958			
Total Calls Offered	34,838	38,016	36,112	35,284	30,787	29,615	35,711	34,143	36,930	31,338	37,746	37,807	31,632			
% Abandoned Calls	4.11%	2.93%	2.20%	2.66%	1.17%	1.05%	3.13%	6.13%	5.20%	1.74%	1.71%	1.33%	3.03%	2.20%	5.23%	7.43%
Answered in 60 Seconds	28,734	33,344	32,494	30,782	29,069	28,629	31,479	26,386	29,699	29,057	35,228	34,654	27,790			
% Calls Answered in 60 Seconds	82.48%	87.71%	89.98%	87.24%	94.42%	96.67%	88.15%	77.28%	80.42%	92.72%	93.33%	91.66%	87.85%	5.75%	82.10%	76.35%
METER READS																
Scheduled Meters	282,756	283,118	283,772	286,135	283,678	273,836	284,276	288,650	289,113	285,132	285,333	274,672	285,113			
Meters Read	278,321	278,041	276,110	281,260	278,237	268,561	278,705	282,822	282,412	277,797	278,708	268,863	280,394			
% On-Cycle Meter Reads	98.43%	98.21%	97.30%	98.30%	98.08%	98.07%	98.04%	97.98%	97.68%	97.43%	97.68%	97.89%	98.35%	0.38%	97.97%	97.59%
METER TESTING*																
<= 500 Cfh (180 month test interval)	1,442	1,574	1,318	874	976	1,374	970	1,193	1,187	2,848	2,898	2,625	14,238			
> 500 Cfh (120 month test interval)	46	51	26	18	24	22	33	83	37	81	40	78	713			
Total Meters Tested	1,488	1,625	1,344	892	1,000	1,396	1,003	1,276	1,224	2,929	2,938	2,703	14,951			
Customer Requested Tests	0	0	0	0	0	0	0	1	3	0	0	0	0.3			
Tests Completed in 15 Days	0	0	0	0	0	0	0	1	3	0	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	2,224	2,522	2,667	2,581	2,330	2,498	2,158	1,581	2,210	2,774	3,248	2,778	1,933			
Completed Service Appointments	2,183	2,462	2,579	2,494	2,249	2,403	2,114	1,556	2,151	2,720	3,193	2,735	1,876			
% Service Appointments Met	98.16%	97.62%	96.70%	96.63%	96.52%	96.20%	97.96%	98.42%	97.33%	98.05%	98.31%	98.45%	97.03%	0.99%	96.04%	95.05%
SAFETY																
Leak-Call Response:																
Normal Business Hours:																
M-F 8:00-16:30 (excluding holidays)																
- Total Calls	325	499	519	578	529	455	400	284	376	392	389	354	391			
- Response in 30 Minutes or Less	318	492	511	566	515	442	388	277	368	383	383	347	377			
% in 30 Minutes or Less	97.85%	98.60%	98.46%	97.92%	97.35%	97.14%	97.00%	97.54%	97.87%	97.70%	98.46%	98.02%	96.55%	3.56%	92.99%	89.43%
After Business Hours**:																
- Total Calls	222	241	247	369	336	314	313	314	231	247	236	187	298			
- Response in 45 Minutes or Less	219	239	245	364	329	313	306	310	230	247	233	184	290			
% in 45 Minutes or Less	98.65%	99.17%	99.19%	98.64%	97.92%	99.68%	97.76%	98.73%	99.57%	100.00%	98.73%	98.40%	97.57%	2.87%	94.70%	91.83%

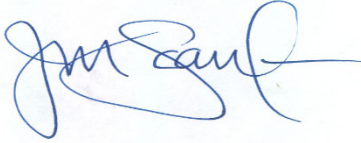
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Certificate of Service

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 26, 2023
Date

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

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