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July 31, 2024

VIA ELECTRONIC MAIL AND HAND DELIVERY

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 2024**

Dear Ms. Massaro:

On behalf of The Narragansett Electric Company d/b/a Rhode Island Energy (“RIE” 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”) 2024 (“2024 Annual Report”). This 2024 Annual Report shows the Company’s annual performance results for FY 2024 (July 1, 2023 through June 30, 2024) and quarterly performance results for the fourth quarter of FY 2024 (April 1, 2024 through June 30, 2024); provides an update on the service measure for meter testing which is based on a calendar year (January 1, 2024 through December 31, 2024); and updates the benchmarks for FY 2025 (July 1, 2024 through June 30, 2025). 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”).

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

Summary of Penalties

The Company incurred a penalty (\$75,000) for the meter testing metric for calendar year 2023, which was reflected in the Second Quarter Report – Fiscal Year 2024 that was filed with the PUC in the above-referenced docket on February 1, 2024. 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 – Fiscal Year 2024. Please see the Company’s Second Quarter Report – Fiscal Year 2024 for additional details. 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 Adjustment Charge (“DAC”) filing. The next DAC filing is anticipated to be made on or around August 1, 2024, in Docket No. 24-29-NG. In CY 2023, the Company faced challenges with the inventory of meters, specifically commercial sized meters, and Encoder Receiver Transmitters (“ERTs”). The Company is continuing to work with its vendors to acquire the forecasted volume of necessary meters, but there may be similar inventory shortage challenges in CY 2024 as well.

The Company’s Annual Performance and Fourth Quarter Performance for FY 2024

The information included in this 2024 Annual Report compares FY 2024 fourth quarter performance or FY 2024 annual performance, depending on the metric, against the benchmarks provided to the PUC on July 26, 2023, as part of the Company’s Annual Report - Fiscal Year 2023.

Attachment 1, Page 2 provides a summary of the service quality performance for both the fourth quarter and overall FY 2024, while Attachment 2 provides month-by-month details for each measure. As shown on Attachment 1, Page 2, Column I, RIE’s fourth quarter performance was within one standard deviation of the established benchmarks in all areas, except for percentage of abandoned calls and percentage of calls answered within sixty (60) seconds, however performance of those two metrics 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 M, RIE’s FY 2024 annual performance was within one standard deviation of the established benchmarks in all areas that are evaluated on an annual fiscal year basis, and therefore, will not incur any penalties for FY 2024. Please note, as mentioned above, the Company incurred a penalty for the CY 2023 period for meter testing.

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. RIE has completed and attempted meter tests (exchanges) on a total of 21,632 meters during the period of January 2024 through June 2024, as shown on Attachment 1, Page 1, Column F, Line 18. The Company is closely monitoring current and forecasted inventory levels of residential and commercial meters and ERTs. The Company is actively working with vendors to have sufficient meter and ERT inventories on hand in order to complete as many meter exchanges (part of the meter testing

process) as feasible. It is possible that the Company will have a shortfall of commercial ERTs towards the end of calendar year 2024 as a vendor is scheduling a larger delivery for January 2025, which could result in the Company falling short of the 2024 calendar year metric. The Company held discussions with the vendor to request that the ERT delivery schedule be moved up (into CY2024), but the vendor explained that it is unlikely they can deliver the ERT's sooner than January 2025 because they have an assembly line type manufacturing process and transitioning the assembly line to a different product type (commercial ERT's) takes time. The Company will provide another update in its First Quarter Report – Fiscal Year 2025.

Attachment 1

Attachment 1 shows statistics for the following service quality metrics: (i) call center responsiveness; (ii) meter reads; (iii) meter testing; (iv) customer requested tests; (v) service appointments; (vi) leak-call response during normal business hours; and (vii) leak-call response during after business hours. The information in Attachment 1 compares the Company's FY 2024 fourth quarter performance and overall FY2024 performance against the updated benchmarks and penalty thresholds that were provided to the PUC on July 26, 2023, as part of the Company's Annual Report - Fiscal Year 2023, with one minor exception due to a reporting error, which is explained below.

Attachment 1, Page 2, provides a summary of the Company's service quality performance for FY 2024 fourth quarter and overall FY2024 performance. As shown on Attachment 1, Page 2, Column I, RIE's fourth quarter performance was within one standard deviation of the established benchmarks for the two Leak Call Response metrics, which are evaluated quarterly. Attachment 1, Page 2, Column M shows RIE's annual performance was within one standard deviation of the established benchmarks for all areas that are evaluated on an annual fiscal year basis.

Reporting Error - Impacting Percentage of Abandoned Calls and Percentage of Calls Answered within Sixty (60) Seconds

As reported in the Third Quarter Report – Fiscal Year 2024 filed with the PUC on April 30, 2024, during the second half of FY 2024, the Company was informed by National Grid² that there had been an issue with National Grid's Verizon telephone system during the period of June 1, 2023 through December 31, 2023. The issue caused reporting errors which had minor impacts on the two call center responsiveness metrics (percentage of abandoned calls and percentage of calls answered within sixty (60) seconds). The impacted period of June 1, 2023 through December 31, 2023 spanned across two Gas SQP fiscal years. Specifically, June 1, through June 30, 2023 was part of FY 2023 and July 1, 2023 through December 31, 2023 was part of FY 2024.

Since there was an impact to FY 2023 data, the Company reviewed its FY 2023 performance to confirm that no penalties occurred in the two impacted metrics and recalculated the benchmarks and penalty thresholds for FY 2024, which are, in part, based on FY 2023 data.

² The Company is still receiving performance data from National Grid under a Transition Services Agreement ("TSA").

The Company confirmed that the updated data did not result in any FY 2023 penalties. For FY 2024, there was no change to the FY 2024 percentage of abandoned calls benchmark and penalty threshold. The FY 2024 percentage of calls answered within sixty (60) seconds benchmark changed from 87.85% to 87.96% and the penalty threshold increased from 82.10% to 82.11%. To date, the Company has performed better than both the initially filed benchmark and penalty threshold and the recalculated benchmark and penalty threshold. For specifics, please see Attachment 2 which provides a comparison of the results that were originally provided for Q1 and Q2 of FY 2024 and the updated results. The updated Q1 and Q2 FY 2024 results are also incorporated into the current fiscal year-to-date results included within this report in Attachment 1.

FY 2025 Benchmarks

Attachment 3 summarizes the Company's benchmarks and penalty thresholds that will be used to measure the Company's performance for FY 2025 (July 1, 2024 through June 30, 2025). 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.³

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

Sincerely,



Andrew S. Marcaccio

Enclosure

cc: Docket No. 3476 Service List

³ 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 2024 - FOURTH QUARTER REPORT (2nd Quarter CY2024)*
Regulatory Fiscal Year runs July 2023 - June 2024

	A	B	C	D	E	F	G	H	I	J
	SERVICE QUALITY MEASURES	Apr-24	May-24	Jun-24	Q4 Total or Weighted Average	FY Total or Weighted Average	Benchmark	Penalty Threshold	Potential Penalty	Penalty Assessed
1										
2	CALL CENTER RESPONSIVENESS									
3	Total Calls Answered	41,024	44,901	39,013	124,938	452,573				
4	Abandoned Calls	3,774	2,606	757	7,137	16,564				
5	Total Calls Offered	44,798	47,507	39,770	132,075	469,137				
6	% Abandoned Calls	8.42%	5.49%	1.90%	5.40%	3.53%	3.03%	5.23%	\$150,000	\$0
7	Answered in 60 Seconds	33,155	37,711	36,660	107,526	407,907				
8	% Calls Answered in 60 Seconds¹	74.01%	79.38%	92.18%	81.41%	86.95%	87.96%	82.11%	\$150,000	\$0
9	METER READS									
10	Scheduled Meters	288,271	288,283	288,142	864,696	3,451,718				
11	Meters Read	284,261	284,418	284,126	852,805	3,392,091				
12	% On-Cycle Meter Reads	98.61%	98.66%	98.61%	98.62%	98.27%	98.35%	97.97%	\$75,000	\$0
13	METER TESTING (Calendar Year)²					CY2024 CYTD	CY2024 GOAL			
14	<= 500 Cfh ² (180 month test interval)	1,641	1,566	1,679	4,886	8,376	37,181			
15	> 500 Cfh (120 month test interval)	164	96	119	379	715	2,528			
16	Meters Not Tested (Attempts Exhausted)	3,904	3,076	1,811	8,791	9,045				
17	Inactive Meters	(37)	(137)	(19)	(193)	3,496				
18	Total	5,672	4,601	3,590	13,863	21,632	39,709		\$75,000	\$0
19	CUSTOMER REQUESTED TESTS									
20	Customer Requested Tests	0	0	0	0	1				
21	Tests Completed in 15 Days	0	0	0	0	1				
22	% Completed in 15 Days	100.00%	100.00%	100.00%	100.00%	100.00%	99.60%	94.04%	\$50,000	\$0
23	SERVICE APPOINTMENTS									
24	Scheduled Service Appointments	2,403	2,417	2,287	7,107	27,801				
25	Completed Service Appointments	2,362	2,364	2,247	6,973	27,202				
26	% Service Appointments Met	98.29%	97.81%	98.25%	98.11%	97.85%	97.03%	96.04%	\$150,000	\$0
27	SAFETY									
28	Leak-Call Response:									
29	Normal Business Hours: M-F 8:00-16:30 (excluding holidays)									
30	Normal Business Hours:									
31	- Total Calls	463	420	358	1,241					
32	- Response in 30 Minutes or Less	457	407	349	1,213					
33	% in 30 Minutes or Less	98.70%	96.90%	97.49%	97.74%	Quarterly Metric	96.55%	92.99%	\$300,000	\$0
34	After Business Hours⁴:									
35	- Total Calls	261	234	241	736					
36	- Response in 45 Minutes or Less	258	233	239	730					
37	% in 45 Minutes or Less	98.85%	99.57%	99.17%	99.18%	Quarterly Metric	95.27%	94.38%	\$300,000	\$0

38 * Note: Docket 3476 Fiscal year runs July 1 through June 30th.
39 (1) The Calls Answered in 60 Seconds FY2024 Benchmark and Penalty Threshold were modified effective April 30, 2024 due to issues with National Grid's Verizon telephony system
40 that initially caused reporting errors. The benchmark changed from 87.85% to 87.96% and the penalty threshold increased from 82.10% to 82.11%.
41 (2) The meter testing measure is compiled on a calendar year basis. Therefore, this fiscal year 2024 fourth quarter report reflects activity between January 2024 through December
42 2024. The calendar year 2024 goal reflects all meters that are aged greater than the 120 and 180 month test intervals and any meter aging during calendar year 2024.
(3) 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.
(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 2024 - FOURTH QUARTER REPORT**

	B	C	D	E	F	G	H	I	J	K	L	M	N	
	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)	
2	Service Quality Measures													
3	Customer Service and Billing:													
4	Abandoned Calls	3.03%	1.62%	4.65%	12%	\$150,000	5.40%	-2.37%	1.4653	\$0	3.53%	-0.50%	0.3091	\$0
5	Calls Answered in 60 Seconds ¹⁴	88.37%	5.57%	82.80%	12%	\$150,000	81.41%	-6.96%	1.2490	\$0	86.95%	-1.42%	0.2552	\$0
6	On-Cycle Meter Reads	98.25%	0.38%	97.87%	6%	\$75,000	98.62%	0.37%	0.9864	\$0	98.27%	0.02%	0.0593	\$0
7	Meter Testing ¹⁵				6%	\$75,000				\$0				\$0
8	Total Meters <=500 Cfh Tested (180 month test interval)	37,181					4,886				8,376			
9	Total Meters >500 Cfh Tested (120 month test interval)	2,528					379				715			
10	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
11	Service Appointments Met	97.44%	0.96%	96.48%	12%	\$150,000	98.11%	0.67%	0.7026	\$0	97.85%	0.41%	0.4223	\$0
12	Safety - Leak Call Response:													
13	Normal Business Hours:													
14	M-F 8:00-16:30 (excluding holidays)													
14	Normal Business Hours-30 min or less	96.96%	3.57%	93.39%	24%	\$300,000	97.74%	0.78%	0.2195	\$0	Quarterly Metric			
15	After Business Hours ¹⁶ -45 min or less	95.27%	0.89%	94.38%	24%	\$300,000	99.18%	3.91%	4.3986	\$0	Quarterly Metric			
16					100%	\$1,250,000				\$0				\$0

17 **Notes:**

- 18 (1)-(5) Calculated based on 3-year actual historical performance and submitted in the Annual Service Quality Report filed on 7/26/2023.
19 (6) First quarter of fiscal year 2024 performance data.
20 (7) Calculated as (6) plus or minus (1), where positive results reflect above-average performance.
21 (8) Calculated as (7) divided by (2).
22 (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.
23 (10) Annual performance data for fiscal year 2024 (i.e., July '23 - June '24) except Meter Testing. See Note (14).
24 (11) Calculated as (10) plus or minus (1), where positive results reflect above-average performance.
25 (12) Calculated as (11) divided by (2).
26 (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.
27 (14) The Calls Answered in 60 Seconds FY2024 Benchmark and Penalty Threshold were modified effective April 30, 2024 due to issues with National Grid's Verizon telephony system that initially caused reporting errors. The benchmark changed from 87.85% to 87.96% and the penalty threshold increased from 82.10% to 82.11%.
28 (15) The meter testing measure is compiled on a calendar year basis. Therefore, this fiscal year 2024 second quarter report reflects activity between January 2023 through December 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.
29 (16) 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 2024 - ANNUAL PERFORMANCE DATA

A	B	C	D	E	F	G	H	I	J	K	L	M	N	
	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Total or Weighted Average	
1	SERVICE QUALITY MEASURES													
2	CALL CENTER RESPONSIVENESS													
3	Total Calls Answered	34,222	35,325	33,017	37,478	35,849	34,313	40,184	37,248	39,999	41,024	44,901	39,013	452,573
4	Abandoned Calls	809	1,149	621	843	774	748	1,180	1,288	2,015	3,774	2,606	757	16,564
5	Total Calls Offered	35,031	36,474	33,638	38,321	36,623	35,061	41,364	38,536	42,014	44,798	47,507	39,770	469,137
6	% Abandoned Calls	2.31%	3.15%	1.85%	2.20%	2.11%	2.13%	2.85%	3.34%	4.80%	8.42%	5.49%	1.90%	3.53%
7	Answered in 60 Seconds	32,582	32,677	30,843	35,052	33,840	32,042	36,148	32,405	34,792	33,155	37,711	36,660	407,907
8	% Calls Answered in 60 Seconds	93.01%	89.59%	91.69%	91.47%	92.40%	91.39%	87.39%	84.09%	82.81%	74.01%	79.38%	92.18%	86.95%
9	METER READS													
10	Scheduled Meters	285,987	286,230	289,716	286,784	286,999	287,459	287,775	288,018	288,054	288,271	288,283	288,142	3,451,718
11	Meters Read	279,950	280,386	283,388	281,516	281,968	282,212	282,899	283,422	283,545	284,261	284,418	284,126	3,392,091
12	% On-Cycle Meter Reads	97.89%	97.96%	97.82%	98.16%	98.25%	98.17%	98.31%	98.40%	98.43%	98.61%	98.66%	98.61%	98.27%
13	METER TESTING*													
14	<= 500 Cfh** (180 month test interval)	2,649	2,523	1,069	1,401	1,931	1,275	1,235	1,071	1,184	1,641	1,566	1,679	19,224
15	> 500 Cfh (120 month test interval)	120	58	41	54	48	76	116	65	155	164	96	119	1,112
16	Total Meters Tested*	2,769	2,581	1,110	1,455	1,979	1,351	1,351	1,136	1,339	1,805	1,662	1,798	20,336
17	CUSTOMER REQUESTED TESTS													
18	Customer Requested Tests	0	0	0	1	0	0	0	0	0	0	0	0	1
19	Tests Completed in 15 Days	0	0	0	1	0	0	0	0	0	0	0	0	1
20	% 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%
21	SERVICE APPOINTMENTS													
22	Scheduled Service Appointments	2,777	2,267	1,528	2,536	2,935	2,675	2,429	1,540	2,007	2,403	2,417	2,287	27,801
23	Completed Service Appointments	2,715	2,227	1,506	2,482	2,830	2,611	2,380	1,502	1,976	2,362	2,364	2,247	27,202
24	% Service Appointments Met	97.77%	98.24%	98.56%	97.87%	96.42%	97.61%	97.98%	97.53%	98.46%	98.29%	97.81%	98.25%	97.85%
25	SAFETY													
26	Leak-Call Response:													
27	Normal Business Hours: M-F8:00-16:30 (excluding holidays)													
28	- Total Calls	280	370	342	510	486	382	410	335	298	463	420	358	4,654
29	- Response in 30 Minutes or Less	275	366	338	491	474	376	397	328	296	457	407	349	4,554
30	% in 30 Minutes or Less	98.21%	98.92%	98.83%	96.27%	97.53%	98.43%	96.83%	97.91%	99.33%	98.70%	96.90%	97.49%	97.85%
31	After Business Hours***:													
32	- Total Calls	224	234	265	326	363	380	342	276	271	261	234	241	3,417
33	- Response in 45 Minutes or Less	220	229	261	321	357	372	337	270	269	258	233	239	3,366
34	% in 45 Minutes or Less	98.21%	97.86%	98.49%	98.47%	98.35%	97.89%	98.54%	97.83%	99.26%	98.85%	99.57%	99.17%	98.51%

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

36 ** 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.

37 *** 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 2025 (July 2024 - June 2025)**

A	B	C	D
<u>Measures</u>	Benchmark (Mean) for FY25	Standard Deviation (+/-)	Penalty Threshold
2 <u>Customer Service and Billing:</u>			
3 Abandoned Calls	3.03%	1.62%	4.65%
4 Calls Answer in 60 Seconds	88.37%	5.57%	82.80%
5 On-Cycle Meter Reads	98.25%	0.38%	97.87%
6 Meter Testing*	<u>CY2024 GOAL</u>		
7 <= 500 Cfh (180 month test interval)	37,181		
8 > 500 Cfh (120 month test interval)	2,528		
9 Customer Requested Meter Tests**	99.60%	5.56%	94.04%
10 Service Appointments Met	97.44%	0.96%	96.48%

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

11 <u>Safety - Leak Call Response:</u>			
12 Normal Business Hours - 30 min or less	96.96%	3.57%	93.39%
13 After Business Hours*** - 45 min or less	95.27%	0.89%	94.38%

14 *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.

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

16 ***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**

A	B	C	D	E	F	G	H	I	J	K	L	M	
1	SERVICE QUALITY MEASURES												
2	CALL CENTER RESPONSIVENESS												
3													
4	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
5	Abandoned Calls	1,070	591	707	529	542	390	586	1,225	1,125	854	936	2,038
6	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
7	% 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%
8	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
9	% 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%
10	METER READS												
11	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
12	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
13	% 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%
14	METER TESTING*												
15	<= 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
16	> 500 Cfh (120 month test interval)	73	67	47	65	35	69	334	62	139	72	59	48
17	Total Meters Tested	1,307	1,367	1,541	1,621	893	727	2,876	279	822	1,145	1,422	1,212
18	Customer Requested Tests	0	0	0	0	0	0	0	0	0	1	0	0
19	Tests Completed in 15 Days	0	0	0	0	0	0	0	0	0	1	0	0
20	% 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%
21	SERVICE APPOINTMENTS												
22	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
23	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
24	% 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%
25	SAFETY												
26	Leak-Call Response:												
27	Normal Business Hours:												
28	M-F 8:00-16:30 (excluding holidays)												
28	- Total Calls	351	340	346	374	409	428	431	481	392	323	317	339
29	- Response in 30 Minutes or Less	337	326	326	367	398	415	422	371	384	321	311	329
30	% 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%
31	After Business Hours**:												
32	- Total Calls	225	264	290	375	431	300	396	482	328	219	236	233
33	- Response in 45 Minutes or Less	220	261	284	371	426	290	391	396	328	212	232	228
34	% 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%

*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.

**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.

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**

A	N	O	P	Q	R	S	T	U	V	W	X	Y	
1	SERVICE QUALITY MEASURES												
2	CALL CENTER RESPONSIVENESS												
	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23	
4	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	34,969
5	Abandoned Calls	1,433	1,114	793	939	360	310	1,116	2,094	1,922	546	646	501
6	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	35,470
7	% Abandoned Calls	4.11%	2.93%	2.20%	2.66%	1.17%	1.05%	3.13%	6.13%	5.20%	1.74%	1.71%	1.41%
8	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	33,860
9	% 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%	95.46%
10	METER READS												
11	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
12	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
13	% 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%
14	METER TESTING*												
15	<= 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
16	> 500 Cfh (120 month test interval)	46	51	26	18	24	22	33	83	37	81	40	78
17	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
18	Customer Requested Tests	0	0	0	0	0	0	0	1	3	0	0	0
19	Tests Completed in 15 Days	0	0	0	0	0	0	0	1	3	0	0	0
20	% 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%
21	SERVICE APPOINTMENTS												
22	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
23	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
24	% 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%
25	SAFETY												
26	Leak-Call Response:												
27	Normal Business Hours:												
	M-F 8:00-16:30 (excluding holidays)												
28	- Total Calls	325	499	519	578	529	455	400	284	376	392	389	354
29	- Response in 30 Minutes or Less	318	492	511	566	515	442	388	277	368	383	383	347
30	% 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%
31	After Business Hours**:												
32	- Total Calls	222	241	247	369	336	314	313	314	231	247	236	187
33	- Response in 45 Minutes or Less	219	239	245	364	329	313	306	310	230	247	233	184
34	% 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%

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

A	Z	AA	AB	AC	AD	AE	AF	AG	AH	AI	AJ	AK	AL	AM	AN	AO	
	Jul-23	Aug-23	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	36 Month Average	Standard Deviation	Penalty Threshold	Maximum Penalty	
1	SERVICE QUALITY MEASURES																
2	CALL CENTER RESPONSIVENESS																
3																	
4	Total Calls Answered	34,222	35,325	33,017	37,478	35,849	34,313	40,184	37,248	39,999	41,024	44,901	39,013	34,603			
5	Abandoned Calls	809	1,149	621	843	774	748	1,180	1,288	2,015	3,774	2,606	757	1,081			
6	Total Calls Offered	35,031	36,474	33,638	38,321	36,623	35,061	41,364	38,536	42,014	44,798	47,507	39,770	35,685			
7	% Abandoned Calls	2.31%	3.15%	1.85%	2.20%	2.11%	2.13%	2.85%	3.34%	4.80%	8.42%	5.49%	1.90%	3.03%	1.62%	4.65%	6.27%
8	Answered in 60 Seconds	32,582	32,677	30,843	35,052	33,840	32,042	36,148	32,405	34,792	33,155	37,711	36,660	31,536			
9	% Calls Answered in 60 Seconds	93.01%	89.59%	91.69%	91.47%	92.40%	91.39%	87.39%	84.09%	82.81%	74.01%	79.38%	92.18%	88.37%	5.57%	82.80%	77.23%
10	METER READS																
11	Scheduled Meters	285,987	286,230	289,716	286,784	286,999	287,459	287,775	288,018	288,054	288,271	288,283	288,142	285,080			
12	Meters Read	279,950	280,386	283,388	281,516	281,968	282,212	282,899	283,422	283,545	284,261	284,418	284,126	280,102			
13	% On-Cycle Meter Reads	97.89%	97.96%	97.82%	98.16%	98.25%	98.17%	98.31%	98.40%	98.43%	98.61%	98.66%	98.61%	98.25%	0.38%	97.87%	97.49%
14	METER TESTING*																
15	<= 500 Cfh (180 month test interval)	2,649	2,523	1,069	1,401	1,931	1,275	1,235	1,071	1,184	1,641	1,566	1,679	17,548			
16	> 500 Cfh (120 month test interval)	120	58	41	54	48	76	116	65	155	164	96	119	907			
17	Total Meters Tested	2,769	2,581	1,110	1,455	1,979	1,351	1,351	1,136	1,339	1,805	1,662	1,798	18,455			
18	Customer Requested Tests	0	0	0	1	0	0	0	0	0	0	0	0	0.2			
19	Tests Completed in 15 Days	0	0	0	1	0	0	0	0	0	0	0	0	0.2			
20	% 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%	0.00%	100.00%	100.00%
21	SERVICE APPOINTMENTS																
22	Scheduled Service Appointments	2,777	2,267	1,528	2,536	2,935	2,675	2,429	1,540	2,007	2,403	2,417	2,287	2,157			
23	Completed Service Appointments	2,715	2,227	1,506	2,482	2,830	2,611	2,380	1,502	1,976	2,362	2,364	2,247	2,102			
24	% Service Appointments Met	97.77%	98.24%	98.56%	97.87%	96.42%	97.61%	97.98%	97.53%	98.46%	98.29%	97.81%	98.25%	97.44%	0.96%	96.48%	95.52%
25	SAFETY																
26	Leak-Call Response:																
27	Normal Business Hours:																
	M-F 8:00-16:30 (excluding holidays)																
28	- Total Calls	280	370	342	510	486	382	410	335	298	463	420	358	397			
29	- Response in 30 Minutes or Less	275	366	338	491	474	376	397	328	296	457	407	349	385			
30	% in 30 Minutes or Less	98.21%	98.92%	98.83%	96.27%	97.53%	98.43%	96.83%	97.91%	99.33%	98.70%	96.90%	97.49%	96.96%	3.57%	93.39%	89.82%
31	After Business Hours**:																
32	- Total Calls	224	234	265	326	363	380	342	276	271	261	234	241	290			
33	- Response in 45 Minutes or Less	220	229	261	321	357	372	337	270	269	258	233	239	284			
34	% in 45 Minutes or Less	98.21%	97.86%	98.49%	98.47%	98.35%	97.89%	98.54%	97.83%	99.26%	98.85%	99.57%	99.17%	97.81%	2.84%	94.97%	92.13%

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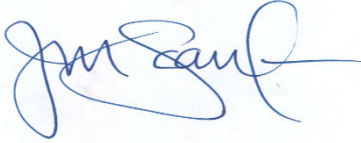
**The after business hours benchmarks were modified effective January 1, 2013 and are now fixed at a mean 95.27% with a penalty threshold of 94.38%.

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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 31, 2024
Date

**Docket No. 3476 – Rhode Island Energy Gas - Service Quality Plan
Service list updated on 7/31/2024**

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