

November 19, 2024

**VIA ELECTRONIC MAIL AND HAND DELIVERY**

Stephanie De La Rosa, 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 – Correction**

Dear Ms. De La Rosa:

On behalf of The Narragansett Electric Company d/b/a Rhode Island Energy (the “Company”), we write to notify the Public Utilities Commission (“PUC”) of a correction to the Company’s Annual Report on its Service Quality Plan (“SQP”) for Gas Operations for Fiscal Year (“FY”) 2024 (“2024 Annual Report”) that was filed on July 31, 2024. As explained below, the error and correction did not result in any material changes to the FY 2024 results, nor did it result in any changes to penalties assessed for FY 2024 (or Calendar Year 2023).<sup>1</sup>

**Correction**

The Company inadvertently applied FY 2025 benchmarks, standard deviations, and penalty thresholds to the annual and fourth quarter FY 2024 results on Attachment 1, Page 2 of 2. The Company corrected the error by applying the FY 2024 (as opposed to FY 2025) benchmarks, standard deviations, and penalty thresholds to the annual and fourth quarter FY 2024 results on Attachment 1, Page 2 of 2. As mentioned above, this correction did not result in any material changes to the FY 2024 results, nor did it result in any changes to penalties assessed for FY 2024.

**Corrected Attachment 1, Page 2 of 2, of the 2024 Annual Report**

Enclosed, please find a Corrected – Attachment 1, Page 2 of 2. The enclosed corrected attachment replaces Attachment 1, Page 2 of 2, that was filed as part of the 2024 Annual Report on July 31, 2024. For comparison purposes, the Company has included original data filed on July 31, 2024 that was impacted by the error (highlighted in gray) and the corrected data in rows beneath the original data (changes highlighted in yellow). All other data and information in the 2024 Annual Report remain the same.

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<sup>1</sup> All the service measures are measured on a FY basis (July 1 through June 30) except for meter testing which is based on a calendar year (“CY”).

**Explanation of the Error**

When preparing the First Quarter Report for FY 2025,<sup>2</sup> which covers the period of July 1, 2024 through September 30, 2024 (filed on November 15, 2024), the Company noticed an error in the 2024 Annual Report. Attachment 1, Page 2 of 2, of the 2024 Annual Report, contains FY 2024 quarterly and annual results. The Attachment includes benchmarks, standard deviations, and penalty thresholds which were linked, in Excel, to the data contained in Attachment 3. When the Company updated Attachment 3 “Benchmarks tab” for FY 2025, the Company failed to kill the formulas or hard code the benchmarks, standard deviations, and penalty thresholds that were linked to Attachment 1, Page 2 of 2. Therefore, the values on Attachment 1, Page 2, updated to the FY 2025 values, instead of remaining as the FY 2024 values. Fortunately, the impacted cells had very little change from FY 2024 to FY 2025 and, therefore, no FY annual performance metrics slipped into the penalty (or materially changed).

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

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<sup>2</sup> Within the 2024 Annual Report, the Company included updated benchmarks for FY 2025 which runs from July 1, 2024 through June 30, 2025.

CORRECTED

**RHODE ISLAND ENERGY - GAS OPERATIONS  
SERVICE QUALITY PERFORMANCE  
FISCAL YEAR 2024 - FOURTH QUARTER REPORT**

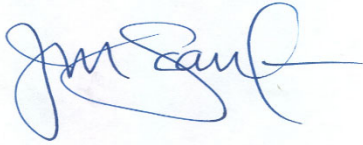
A	B	C	D	E	F	G	H	I	J	K	L	M	N	
	Benchmarks & Penalties					Quarterly Performance				Annual Performance				
	Benchmark (Mean) (1)	Standard Deviation (2)	Penalty Threshold (3)	Penalty Weight (4)	Maximum Penalty (5)	4th Quarter Performance (6)	Variance from Mean (7)	# Standard Deviations (8)	Penalty (9)	Fiscal Year Performance (10)	Variance from Mean (11)	# Standard Deviations (12)	Penalty (13)	
1														
2	<b>Service Quality Measures</b>													
3	Customer Service and Billing:													
4	Abandoned Calls - Original	3.03%	1.62%	4.65%	12%	\$150,000	5.40%	-2.37%	1.4653	\$0	3.53%	-0.50%	0.3091	\$0
5	Abandoned Calls - Corrected	3.03%	2.20%	5.23%	12%	\$150,000	5.40%	-2.37%	1.0790	\$0	3.53%	-0.50%	0.2276	\$0
6	Calls Answered in 60 Seconds <sup>14</sup> - Original	88.37%	5.57%	82.80%	12%	\$150,000	81.41%	-6.96%	1.2490	\$0	86.95%	-1.42%	0.2552	\$0
7	Calls Answered in 60 Seconds <sup>14</sup> - Corrected	87.96%	5.85%	82.11%	12%	\$150,000	81.41%	-6.55%	1.1192	\$0	86.95%	-1.01%	0.1729	\$0
8	On-Cycle Meter Reads - Original	98.25%	0.38%	97.87%	6%	\$75,000	98.62%	0.37%	0.9864	\$0	98.27%	0.02%	0.0593	\$0
9	On-Cycle Meter Reads - Corrected	98.35%	0.38%	97.97%	6%	\$75,000	98.62%	0.27%	0.7232	\$0	98.27%	-0.08%	0.2038	\$0
10	Meter Testing <sup>15</sup> [No Changes]				6%	\$75,000				\$0				\$0
11	Total Meters <=500 Cfh Tested (180 month test interval)	37,181					4,886				8,376			
12	Total Meters >500 Cfh Tested (120 month test interval)	2,528					379				715			
13	Customer Requested Meter Tests [No Changes]	99.60%	5.56%	94.04%	4%	\$50,000	100.00%	0.40%	0.0719	\$0	100.00%	0.40%	0.0719	\$0
14	Service Appointments Met - Original	97.44%	0.96%	96.48%	12%	\$150,000	98.11%	0.67%	0.7026	\$0	97.85%	0.41%	0.4223	\$0
15	Service Appointments Met - Corrected	97.03%	0.99%	96.04%	12%	\$150,000	98.11%	1.08%	1.0955	\$0	97.85%	0.82%	0.8236	\$0
16	<b>Safety - Leak Call Response:</b>													
17	<b>Normal Business Hours:</b>													
17	M-F 8:00-16:30 (excluding holidays)													
18	Normal Business Hours-30 min or less - Original	96.96%	3.57%	93.39%	24%	\$300,000	97.74%	0.78%	0.2195	\$0	Quarterly Metric			
19	Normal Business Hours-30 min or less - Corrected	96.55%	3.56%	92.99%	24%	\$300,000	97.74%	1.19%	0.3353	\$0	Quarterly Metric			
20	After Business Hours <sup>16</sup> 45 min or less	95.27%	0.89%	94.38%	24%	\$300,000	99.18%	3.91%	4.3986	\$0	Quarterly Metric			
21					100%	\$1,250,000				\$0				\$0

- 22 **Notes:**
- 23 (1)-(5) Calculated based on 3-year actual historical performance and submitted in the Annual Service Quality Report filed on 7/26/2023.
- 24 (6) First quarter of fiscal year 2024 performance data.
- 25 (7) Calculated as (6) plus or minus (1), where positive results reflect above-average performance.
- 26 (8) Calculated as (7) divided by (2).
- 27 (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.
- 28 (10) Annual performance data for fiscal year 2024 (i.e., July '23 - June '24) except Meter Testing. See Note (14).
- 29 (11) Calculated as (10) plus or minus (1), where positive results reflect above-average performance.
- 30 (12) Calculated as (11) divided by (2).
- 31 (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.
- 32 (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%.
- 33 (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.
- 34 (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%.

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.



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**Joanne M. Scanlon**

November 19, 2024  
**Date**

**Rhode Island Gas Compliance Reporting Dockets**  
**Docket 4038 – Natural Gas Portfolio Management Plan (NGPMP)**  
**Docket 3436 – Gas Procurement Incentive Plan (GPIP)**  
**Docket 3476 – Gas Service Quality Plan (SQP)**  
**Service List as of 11/15/2024**

<b>Name/Address</b>	<b>E-Mail</b>	<b>Telephone</b>
<b>The Narragansett Electric Co. d/b/a Rhode Island Energy</b> Celia B. O'Brien, Esq. Rhode Island Energy 280 Melrose St. Providence, RI 02907  <b>Robinson &amp; Cole LLP</b> Steven Boyajian, Esq. One Financial Plaza, 14th Floor Providence, RI 02903	<a href="mailto:COBrien@pplweb.com">COBrien@pplweb.com</a> ;	401-578-2700
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