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Rhode Island Energy™
a PPL company

May 1, 2026

VIA HAND DELIVERY AND ELECTRONIC MAIL

Stephanie De La Rosa, Commission Clerk
Rhode Island Public Utilities Commission
89 Jefferson Boulevard
Warwick, RI 02888

RE: Docket No. 3628 – 2024 Electric Service Quality Plan
Compliance Filing

Dear Ms. De La Rosa:

On behalf of The Narragansett Electric Company d/b/a Rhode Island Energy ("Rhode Island Energy" or the "Company"), enclosed, please find an electronic version of the Company's 2024 Electric Service Quality Plan ("2024 SQ Plan"), which reflects modifications to certain performance standards and metrics as directed by the Public Utilities Commission ("PUC") at its Open Meetings on August 1, 2024 and October 30, 2024, and pursuant to the PUC's written Order issued on June 20, 2025 ("SQ Order").

Please note, the Meter Reading & Billing metric was prorated in the 2024 Service Quality Report to begin in September 2024, as this metric took effect the first month after the Company exited its Transition Services Agreement ("TSA") with National Grid USA.[1] The existing Customer Contact Standard of the customer satisfaction category was in place through August 2025, as the updated metric took effect six months after the start of installation of the Advanced Metering Functionality ("AMF") meters, and has been prorated in the Company's 2025 Service Quality Report being filed simultaneously with this filing. The other updated metrics take effect following AMF deployment as noted in the enclosed 2024 SQ Plan and will be reflected in future annual Service Quality Plan Reports.

With this compliance filing, the Company is reserving its rights to submit a future proposal to the PUC for its consideration on whether to adjust the Metering Reading & Billing thresholds based on historical data pursuant to ordering paragraphs (1) and (2) of the SQ Order.

Thank you for your attention to this matter. If you have any questions, please contact me at 401-316-7429.

Sincerely,

Jennifer Brooks Hutchinson

Enclosure

cc: Docket No. 3628 Service List

[1] The Company filed its 2024 Service Quality Report on May 1, 2025, and subsequently filed a Revised Report on April 30, 2026.

RHODE ISLAND ENERGY
2024 ELECTRIC SERVICE QUALITY PLAN

The Narragansett Electric Company d/b/a Rhode Island Energy ("Company") shall establish the performance standards for reliability and customer service that are set forth in this document. The standards are designed as a penalty-only approach, under which the Company would be penalized if its performance did not meet the standards. The Company receives no reward for performance which exceeds the standards. However, positive performance in one category can be used to offset penalties in other categories within a given year. The Company shall file annually by May 1 a report of its performance during the prior calendar year under the performance standards in this plan. Any net penalty balance reflected in the Company's annual report shall be credited to customers in a manner determined by the Rhode Island Public Utilities Commission ("PUC") at that time.

The maximum penalty authorized under the standards set forth below is $~~2.9~~3.0 million per year. The performance standards set forth below shall be in effect for the calendar year 2024 and continue until they are modified by the Commission. The Meter Reading & Billing metric begins in September 2024, as this metric took effect the first month after the Company exited its Transition Services Agreement ("TSA") with National Grid USA ("National Grid"). Other metrics, take effect following the Advanced Metering Functionality ("AMF") deployment as noted herein.

NOTE: When interpreting the performance standards that follow, please note that pages ~~6~~12 through ~~8~~ 14 of this Exhibit contain definitions of terms used in the standards.

RHODE ISLAND ENERGY
2024 ELECTRIC SERVICE QUALITY PLAN

FREQUENCY OF INTERRUPTIONS PER CUSTOMER SERVED

Year	SAIFI*
2004	0.91
2003	1.08
2002	0.97
2001	1.09
2000	0.97
1999	0.94
1997	0.89
1996	0.75
1995	0.90

		Log Average	-0.063		
		Log Std. Dev.	0.112		
	-2 Std. Dev.	-1 Std. Dev.	Mean	+1 Std. Dev.	+2 Std. Dev.
Log Normal	-0.288	-0.175	-0.063	0.050	0.162
SAIFI	0.75	0.84	0.94	1.05	1.18

PERFORMANCE STANDARD – SAIFI (System Average Interruption Frequency Index)

SAIFI Company Target	(Penalty)
More than 1.18	($916,000)
1.06-1.18	Linear interpolation
0.84-1.05	$0
0.75-0.83	Linear interpolation
Less than 0.75	$229,000

* The calculations are based on the IEEE Std. 1366-2003 2.5β methodology for the Company. Major Event Day results are removed from these calculations but reported. The target bands are calculated considering the lognormal nature of the data. To do this, the lognormal mean and lognormal standard deviation are calculated and applied in lognormal space, which is done by applying the mean, 1 standard deviation, and 2 standard deviations and then converting back to normal space.

$$SAIFI = \frac{Total\ Number\ of\ Customers\ Interrupted}{Total\ Number\ of\ Customers\ Served}$$

RHODE ISLAND ENERGY
2024 ELECTRIC SERVICE QUALITY PLAN

DURATION OF INTERRUPTIONS PER CUSTOMER SERVED

Year	SAIDI*
2004	66.1
2003	74.9
2002	71.0
2001	69.0
2000	60.2
1999	52.3
1997	42.2
1996	40.9
1995	51.9

		Log Average	4.051		
		Log Std. Dev.	0.224		
	-2 Std. Dev.	-1 Std. Dev.	Mean	+1 Std. Dev.	+2 Std. Dev.
Log Normal	3.604	3.827	4.051	4.275	4.498
SAIFI	36.7	45.9	57.5	71.9	89.9

PERFORMANCE STANDARD – SAIDI (System Average Interruption Duration Index)

SAIDI Company Target	(Penalty)
More than 89.9	($916,000)
72.0-89.9	Linear interpolation
45.9-71.9	$0
36.7-45.8	Linear interpolation
Less than 36.7	$229,000

* The calculations are based on the IEEE Std. 1366-2003 2.5β methodology for the Company. Major Event Day results are removed from these calculations but reported. The target bands are calculated considering the lognormal nature of the data. To do this, the lognormal mean and lognormal standard deviation are calculated and applied in lognormal space, which is done by applying the mean, 1 standard deviation, and 2 standard deviations and then converting back to normal space.

$$SAIDI\ (minutes) = \frac{Total\ Customer\ Minutes\ Interrupted}{Total\ Number\ of\ Customers\ Served}$$

CUSTOMER SATISFACTION

RHODE ISLAND ENERGY
2024 ELECTRIC SERVICE QUALITY PLAN

CONTINUATION OF EXISTING CUSTOMER CONTACT SURVEY

The following service quality adjustment is in effect through ~~the end of the calendar month that is five months following the start of advanced meter installation.~~[1]August 2025.

CUSTOMER CONTACT SURVEY

Month	% Satisfied*
August 2013	87.7%
September 2013	86.8%
October 2013	86.0%
November 2013	83.3%
December 2013	87.5%
January 2014	85.8%
February 2014	82.4%
March 2014	81.7%
April 2014	84.1%
May 2014	78.7%
June 2014	80.3%
July 2014	90.5%
August 2014	81.7%
September 2014	84.7%
October 2014	89.8%
November 2014	82.3%
December 2014	85.5%
January 2015	83.6%
February 2015	76.1%
March 2015	78.7%
April 2015	75.5%
May 2015	79.1%
June 2015	83.0%
July 2015	82.2%
Mean	83.2%
Standard Deviation	4.4%

[1] ~~See Docket No. 22-49-EL. For example: if meter installation begins December 15, 2023, then this customer satisfaction service quality adjustment (i.e., responses to two customer contact survey questions) will remain in effect through May 31, 2024.~~

RHODE ISLAND ENERGY
2024 ELECTRIC SERVICE QUALITY PLAN

PERFORMANCE STANDARD – Customer Contact (Existing)

% Satisfied Target	(Penalty)/Offset
Less than 74.4%	($184,000)
74.4% - 78.7%	Linear interpolation
78.8% - 87.6%	$0
87.7% - 92.0%	Linear interpolation
More than 92.0%	$46,000

The calculations are based on responses from customers of the Company based on surveys performed by an independent third-party consultant. A vendor surveys a random sample of the Company's customers who have contacted the call center recently in order to determine their level of satisfaction with their most recent contact with the Company regarding any call reason. Overall survey results are based on a composite measure of responses from customers to the following 2 questions taken from Rhode Island Energy's contactor survey: (1) Overall, on a scale from 1 to 10, where 1 means "dissatisfied" and 10 means "satisfied", how satisfied are you with the services provided by ~~National Grid?~~Rhode Island Energy? (2) Overall, on a scale from 1 to 10, where 1 means "dissatisfied" and 10 means "satisfied", how satisfied are you with the quality of the service provided by the telephone representative?

The individual satisfaction score for each question is the percentage of respondents who provide a rating of "8", "9", or "10" on a 10-point scale where 1 means "dissatisfied" and 10 means "satisfied". The "percent satisfied" composite score is a simple arithmetic average of the satisfaction score from each question.

UPDATE OF CUSTOMER SATISFACTION SERVICE QUALITY ADJUSTMENT

The following service quality adjustment is in effect beginning ~~the first full calendar month six months following the month of the start of advanced meter installation~~September 2025.[2]

~~The updated customer satisfaction service quality adjustment is the average of individual satisfaction scores for four questions: three questions in the customer contact survey and one question in the Company's "Quarterly Customer Satisfaction Survey."~~

~~**Customer Contact Survey**~~

PERFORMANCE STANDARD – Customer Contact (Update)

[2] ~~For example: if~~As ordered in Docket No. 22-49-EL: "Within six months after meter installation ~~begins December 15, 2023, then this~~starts, the company will be subject to an updated customer contact standard that reflects the company's expectations of higher customer satisfaction." Meter installation began in March 2025. The updated customer satisfaction service quality adjustment ~~(i.e., responses to three customer contact survey questions and responses to one quarterly customer satisfaction question) will commence beginning June 1~~reflects the PUC's decision at its October 30, 2024~~.~~, Open Meeting decision in Docket No. 3628.

RHODE ISLAND ENERGY
2024 ELECTRIC SERVICE QUALITY PLAN

% Satisfied Target	(Penalty)/Offset
< 78.7%	($200,000)
≥ 78.7% and < 87.6%	Linear interpolation
≥ 87.6% and < 92%	$0
≥ 92.0% and < 96.6%	Linear interpolation
≥ 96.6%	$48,000

The calculations are based on responses from customers of the Company based on surveys performed by an independent third-party consultant. A vendor surveys a random sample of the Company's customers who have contacted the call center recently in order to determine their level of satisfaction with their most recent contact with the Company regarding any call reason. ~~Survey~~Overall survey results are based on a composite measure of responses from customers to the following ~~3~~2 questions taken from Rhode Island Energy's contactor survey:

(1) Overall, on a scale from 1 to 10, where 1 means "dissatisfied" and 10 means "satisfied", how satisfied are you with the services provided by Rhode Island Energy?- (2) Overall, on a scale from 1 to 10, where 1 means "dissatisfied" and 10 means "satisfied", how satisfied are you with the quality of the service provided by the telephone representative?

~~(2) Overall, on a scale from 1 to 10, where 1 means "dissatisfied" and 10 means "satisfied", how satisfied are you with the quality of the service provided by the telephone representative?~~

~~(3) Using a 10-point scale, where 1 means "unacceptable" and 10 means "outstanding," how would you rate the reliability of electric service delivered to your home (or business)?~~

The individual satisfaction score for each question is the percentage of respondents who provide a rating of "8", "9", or "10" on a 10-point scale where 1 means "dissatisfied~~"/"unacceptable"~~" and 10 means "satisfied~~"/"outstanding".~~

~~**Quarterly Customer Satisfaction Survey**~~

~~A vendor surveys a random sample of the Company's customers in order to determine their level of satisfaction with the Company. For the purpose of the customer satisfaction service quality adjustment, the Company will use survey results from customers to the following question:~~

~~(4) Using a 10-point scale, where 1 means "unacceptable" and 10 means "outstanding," how would you rate the reliability of electric service delivered to your home (or business)?~~

~~Responses to this question will be aggregated across four quarterly customer satisfaction surveys each calendar year. The individual satisfaction score for this question is the percentage of respondents who provide a rating of "8", "9", or "10" on a 10-point scale where 1 means "unacceptable" and 10 means "outstanding".~~

~~**"Percent Satisfied" Composite Score**~~

RHODE ISLAND ENERGY
2024 ELECTRIC SERVICE QUALITY PLAN

". The "percent satisfied" composite score is a simple arithmetic average of the satisfaction score from each question. ~~The performance standard, below, will be recalculated using (i) the existing customer satisfaction mean and standard deviation derived from August 2013–July 2015 data for questions (1) and (2) and (ii) the mean and standard deviation of responses to questions (3) and (4) during a 12-month baseline period; the updated mean and standard deviation will be a simple arithmetic average of the composite score.~~[3]

~~**PERFORMANCE STANDARD – Customer Satisfaction (to be updated)**~~	
~~**Percent Satisfied Target**~~	~~**(Penalty)/Offset**~~
~~Less than *Target – Threshold*~~	~~($184,000)~~
~~*Target – Threshold* to *Target – Threshold*~~	~~Linear interpolation~~
~~*Target +/- Threshold*~~	~~$0~~
~~*Target + Threshold* to *Target + Threshold*~~	~~Linear interpolation~~
~~More than *Target + Threshold*~~	~~$46,000~~

~~[3] The Company will file a compliance filing with the Rhode Island Public Utilities Commission within four months of the start of meter installation. The compliance filing will include a redlined Service Quality Plan updated to reflect the proposed updated mean and standard deviation ("Std. Dev.") for the customer satisfaction performance standard.~~

RHODE ISLAND ENERGY
2024 ELECTRIC SERVICE QUALITY PLAN

TELEPHONE CALLS ANSWERED WITHIN 20 SECONDS

Year	Percent of Calls Answered Within 20 Secs*
2004	94.1%
2003	93.3%
2002	84.0%
2001	50.4%
2000	76.7%
1999	76.9%
1998	80.9%
1997	76.7%
1996	70.2%
Mean	78.1%
Standard Deviation	12.3%

PERFORMANCE STANDARD – Telephone Calls Answered within 20 Seconds

% Calls ~~Answ~~Answered Within 20 Seconds Target	(Penalty)/Offset
Less than 53.5%	($184,000)
53.5% - 65.7%	Linear interpolation
65.8% - 90.4%	$0
90.5% - 100.0%	Linear interpolation

The percent of calls answered within 20 seconds is calculated by dividing the number of calls answered within 20 seconds by the total number of calls answered during the year. "Calls answered," include calls answered by a customer service representative ("CSR") and calls completed within the Voice Response Unit ("VRU"). The time to answer is measured once the customer makes a selection to either speak with a CSR or use the VRU. VRU calls are included beginning in the year 2000.

$$Percent\ of\ Calls\ Answered\ Within\ 20\ Seconds = \frac{Total\ Calls\ Answered\ Within\ 20\ Seconds}{Total\ Calls\ Answered}$$

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2024 ELECTRIC SERVICE QUALITY PLAN

METER READING ~~&~~AND BILLING

~~Meter Reading & Billing performance standards are determined using percentiles based on monthly data spanning January 2013 through December 2022.~~

PERCENT OF BILLS BASED ON ESTIMATED USAGE

Rhode Island Energy will report the percent of bills based on estimated usage per month for January through December, annually. Percent of Bills Based on Estimated Usage performance standards are determined by the PUC's decision at its Open Meeting on August 1, 2024, in Docket No. 3628; the Company may present historical data to the PUC for its consideration about whether these thresholds should be adjusted.

PERFORMANCE STANDARD – ~~Meter Reading & Billing~~Percent of Bills Based on Estimated Usage

~~Average~~Monthly Percent ~~Meters Read per Month~~of Bills Based on Estimated Usage	Monthly (Penalty)/Offset
~~Less than 82.4%~~%≥ 17.6%	($~~18~~434,000)
~~82.4% - 98.4%~~≤ 17.6% and > 1.6%	Linear interpolation
~~98.4% - 99.~~≤ 1.6%	$0
~~99.1% - 99.3%~~	~~Linear interpolation~~
~~More than 99.3%~~	~~$46,000~~

The performance measurement will be assessed monthly beginning September 2024[4] and will include major events days subject to the Company's ability to file for relief.

[4] As ordered in Docket 22-49-EL: "The company will be subject to a meter reading & billing service quality mechanism at the end of the TSA period." Rhode Island Energy exited its Transition Services Agreement ("TSA") with National Grid in August 2024.

RHODE ISLAND ENERGY
2024 ELECTRIC SERVICE QUALITY PLAN

PERCENT OF BILLS SUCCESSFULLY ISSUED

Rhode Island Energy will report bills successfully issued as a percent ~~meters read per~~of the total number of bills that should be issued each month for January through December, annually. ~~Performance is calculated as the average percent meters read per month using the formula below. The Company will exclude months with Major Event Day results from performance calculations;~~Percent of Bills Successfully Issued performance standards are determined by the ~~Company will continue to report percent meter reads for months with Major Event Days~~PUC's decision at its Open Meeting on August 1, 2024, in ~~its Annual Report.~~Docket No. 3628; the Company may present historical data to the Commission for its consideration about whether these thresholds should be adjusted.

$$\textit{Meter Reading \& Billing Performance} = \frac{\sum_{\textit{January}}^{\textit{December}} \textit{Percent Meters Read/Month}}{12}$$

RHODE ISLAND ENERGY
2024 ELECTRIC SERVICE QUALITY PLAN

PERFORMANCE STANDARD – Percent of Bills Successfully Issued

Monthly Percent of Bills Successfully Issued	Monthly (Penalty)/Offset
≤ 90%	($16,000)
> 90% and < 100%	Linear interpolation
100%	$0

The performance measurement will be assessed monthly beginning September 2024[5] and will include major events days subject to the Company's ability to file for relief.

[5] As ordered in Docket 22-49-EL: "The company will be subject to a meter reading & billing service quality mechanism at the end of the TSA period." Rhode Island Energy exited its Transition Services Agreement ("TSA") with National Grid in August 2024.

RHODE ISLAND ENERGY
2024 ELECTRIC SERVICE QUALITY PLAN

TROUBLE NON-OUTAGE

Trouble Non-Outage refers to customer calls regarding power quality issues but not including outages. Trouble Non-Outage performance standards are determined using mean and sample standard deviation of monthly data June 2019 through August 2023. The following service quality adjustment is in effect beginning March 2026.[6]

PERFORMANCE STANDARD – Trouble Non-Outage

~~Average~~ Trouble, Non-Outage Call Volume per Month	Monthly (Penalty)/Offset
~~More than~~≥ 81.52 calls	($~~184,000~~16,700)
≤ 57.19 –and ≤ 81.52 calls	Linear interpolation
~~24.74 –~~≤ 57.19 calls	$0
~~0.40 – 24.74 calls~~	~~Linear interpolation~~
~~0 – 0.40 calls~~	~~$46,000~~

~~Rhode Island Energy will report trouble non-outage ("TNO") call volume per month for January through December, annually. Performance is calculated as the average trouble, non-outage call volume per month:~~

$$\textit{Trouble, NonOutage Performance} = \frac{\sum_{\textit{January}}^{\textit{December}} \textit{TNO Call Volume/Month}}{12}$$

The performance measurement will be assessed monthly.

[6] As ordered in Docket No. 22-49-EL: "Within twelve months after meter installation starts, the company will be subject to a service quality mechanism for trouble, non-outage calls." Meter installation began in March 2025.

RHODE ISLAND ENERGY
2024 ELECTRIC SERVICE QUALITY PLAN

NETWORK SPEED

Network Speed is a one-time service quality adjustment to be measured in the 30-day span ("test period") commencing following "full project implementation" as determined by the execution of the "final project acceptance" milestone between PPL, Rhode Island Energy, and its advanced metering functionality vendor. The service quality adjustment will be assessed within the annual report for the calendar year that contains the last day of the 30-day test period.

PERFORMANCE STANDARD – Network Speed

Percent of Customers with Average Network Speed <= 45 minutes	(Penalty)/Offset
~~Less than 65~~≤ 80%	($200,000)
~~65 – 85%~~> 80 and < 90%	Linear interpolation
~~85 – 95~~ ≥ 90%	$0
~~95 – 100%~~	~~Linear interpolation~~
~~100%~~	~~$50,000~~

The data collected to calculate Network Speed is raw (non-VEE) 15-minute electric interval usage data timestamped at the meter at the completion of the 15-minute usage period, and timestamped at the customer portal, representing the time at which data is available for the customer to view. Data is only collected for customers with advanced meters. The dataset will then be adjusted to exclude data for scenarios where external factors outside of the Company's control impact the calculation by delaying the total time for data packets to be sent all the way from the meter to the portal. These scenarios can include service interruptions to systems external to the advanced meter systems that prevent data flows and power outages to the electric distribution system that prevent data from being sent.

The adjusted data will be used to calculate average network speed for each customer by averaging the difference in timestamps (in minutes) across all intervals *i*:

$$Average\ Network\ Speed\ per\ Customer = \frac{\sum_{Interval=1}^{Interval=I}(Timestamp_{Portal} - Timestamp_{meter})_i}{Number\ Intervals}$$

The performance standard is calculated as the percent of customers with average network speed equal to or faster than 45 minutes.

RHODE ISLAND ENERGY
2024 ELECTRIC SERVICE QUALITY PLAN

FASTER OUTAGE NOTIFICATION

Faster Outage Notification is a one-time service quality adjustment to be measured in the 12-month span ("test period") commencing following "full project implementation" as determined by the execution of the "final project acceptance" milestone between PPL, Rhode Island Energy, and its ~~advanced metering functionality~~AMF vendor. The service quality adjustment will be assessed within the annual report for the calendar year that contains the last day of the 12-month test period.

PERFORMANCE STANDARD – Faster Outage Notification

Faster Outage Notification Metric	(Penalty)/Offset
0 minutes	($~~200~~600,000)
≥ 0 ~~– 17.6~~and < 21 minutes	Linear interpolation
~~17.6 – 26.4~~≥ 21 minutes	$0
~~26.4 – 33 minutes~~	~~Linear interpolation~~
~~Greater than 33 minutes~~	~~$50,000~~

The data collected to calculate Faster Outage Notification are the timestamps of Last Gasp meter outage notifications and timestamps of customer-initiated notifications to the Company of an outage. The Company will compile a dataset of the first Last Gasp meter outage notification and the first customer-initiated notification for each outage over the 12-month test period. The dataset will only include timestamp information for outages where both a Last Gasp meter outage notification and a customer-initiated notification were received. The faster outage notification metric will be calculated using the difference in these timestamps, measured in minutes, and then calculating a simple average across all outage instances:

$$Faster\ Outage\ Notification = \frac{\sum_{Outage=1}^{Outage=O}(Timestamp_{call} - Timestamp_{last\ gasp})_o}{Number\ Outages}$$

RHODE ISLAND ENERGY
2024 ELECTRIC SERVICE QUALITY PLAN

DEFINITIONS OF PERFORMANCE STANDARD MEASUREMENTS

The following reliability definitions used in conjunction with the performance standards are in accordance with the Institute of Electrical and Electronics Engineers, Inc. ("IEEE") Std. 1366-2003. It is assumed that additional reliability-related definitions found in this standard are also implicit in the reliability calculations.

CUSTOMER COUNT

The number of customers either served or interrupted depending on usage.

TOTAL NUMBER OF CUSTOMERS SERVED

The average number of customers served during the reporting period. If a different customer total is used, it must be clearly defined within the report.

TOTAL NUMBER OF CUSTOMERS INTERRUPTED

The sum of the customers losing electric service for any defined grouping of interruption events during the reporting period.

TOTAL CUSTOMER MINUTES INTERRUPTED

The product of the number of customers interrupted and the interruption duration for any interruption event. Also, the sum of those products for any defined grouping of interruption events.

MAJOR EVENT

Designates an event that exceeds reasonable design and or operational limits of the electric power system. A Major Event includes at least one Major Event Day.

MAJOR EVENT DAY

A day in which the daily system SAIDI exceeds a threshold value, T_{MED}. For the purposes of calculating daily system SAIDI, any interruption that spans multiple calendar days is accrued to the day on which the interruption began. Statistically, days having a daily system SAIDI greater than T_{MED} are days on which the energy delivery system experienced stresses beyond that normally expected (such as severe weather). Activities that occur on major event days should be separately analyzed and reported. The T_{MED} threshold value will be fixed at 5.34 for the years 2007 and 2008, at which time the Company's performance will be reviewed to determine if the threshold value should be re-calculated using the IEEE Std. 1366-2003 methodology.

RHODE ISLAND ENERGY
2024 ELECTRIC SERVICE QUALITY PLAN

SAIFI (System Average Interruption Frequency Index)

The system average interruption frequency index indicates how often the average customer experiences a sustained interruption over a predefined period of time. Mathematically, this equation is given in (1).

$$SAIFI = \frac{\sum Total\ Number\ of\ Customers\ Inerrupted}{Total\ Number\ of\ Customers\ Served} \qquad \text{Equation (1)}$$

To calculate the index, use equation (2) below.

$$SAIFI = \frac{\sum N_i}{N_T} = \frac{CI}{N_T} \qquad \text{Equation (2)}$$

Where:

i denotes an interruption event

CI = Customers Interrupted

N_T = Total Number of Customers Served for the Area

SAIDI (System Average Interruption Duration Index)

This index indicates the total duration of interruption for the average customer during a predefined period of time. It is commonly measured in customer minutes or customer hours of interruption. Mathematically, this equation is given in (3).

$$SAIDI = \frac{\sum Customers\ Inerruption\ Durations}{Total\ Number\ of\ Customers\ Served} \qquad \text{Equation (3)}$$

To calculate the index, use equation (4) below.

$$SAIDI = \frac{\sum r_i N_i}{N_T} = \frac{CMI}{N_T} \qquad \text{Equation (4)}$$

Where:

i denotes an interruption event

r_i = Restoration Time for each Interruption Event

CMI = Customers Minutes Interrupted

N_T = Total Number of Customers Served for the Area

RHODE ISLAND ENERGY
2024 ELECTRIC SERVICE QUALITY PLAN

~~EXISTING~~ CUSTOMER CONTACT SURVEY

A vendor surveys a random sample of the Company's customers who have contacted the call center recently in order to determine their level of satisfaction with their most recent contact with the Company regarding any call reason. Overall survey results are based on a composite measure of responses from customers to the following 2 questions taken from Rhode Island Energy's contactor survey: (1) Overall, on a scale from 1 to 10, where 1 means "dissatisfied" and 10 means "satisfied", how satisfied are you with the services provided by ~~National Grid?~~Rhode Island Energy? (2) Overall, on a scale from 1 to 10, where 1 means "dissatisfied" and 10 means "satisfied", how satisfied are you with the quality of the service provided by the telephone representative?

The individual satisfaction score for each question is the percentage of respondents who provide a rating of "8", "9", or "10" on a 10-point scale where 1 means "dissatisfied" and 10 means "satisfied". The composite score is a simple arithmetic average of the satisfaction score from each question.

~~UPDATED CUSTOMER SATISFACTION SERVICE QUALITY ADJUSTMENT~~

~~The updated customer satisfaction service quality adjustment is the average of individual satisfaction scores for four questions: three questions in the customer contact survey and one question in the Company's "Quarterly Customer Satisfaction Survey."~~

~~Customer Contact Survey~~

~~A vendor surveys a random sample of the Company's customers who have contacted the call center recently in order to determine their level of satisfaction with their most recent contact with the Company regarding any call reason. Survey results are based on a composite measure of responses from customers to the following 3 questions taken from Rhode Island Energy's contactor survey:~~

~~(1) Overall, on a scale from 1 to 10, where 1 means "dissatisfied" and 10 means "satisfied", how satisfied are you with the services provided by Rhode Island Energy?~~

~~(2) Overall, on a scale from 1 to 10, where 1 means "dissatisfied" and 10 means "satisfied", how satisfied are you with the quality of the service provided by the telephone representative?~~

~~(3) Using a 10-point scale, where 1 means "unacceptable" and 10 means "outstanding," how would you rate the reliability of electric service delivered to your home (or business)?~~

~~The individual satisfaction score for each question is the percentage of respondents who provide a rating of "8", "9", or "10" on a 10-point scale where 1 means "dissatisfied"/"unacceptable" and 10 means "satisfied"/"outstanding".~~

~~Quarterly Customer Satisfaction Survey~~

RHODE ISLAND ENERGY
2024 ELECTRIC SERVICE QUALITY PLAN

~~A vendor surveys a random sample of the Company's customers in order to determine their level of satisfaction with the Company. For the purpose of the customer satisfaction service quality adjustment, the Company will use survey results from customers to the following question:~~

~~(4) Using a 10-point scale, where 1 means "unacceptable" and 10 means "outstanding," how would you rate the reliability of electric service delivered to your home (or business)?~~

~~Responses to this question will be aggregated across four quarterly customer satisfaction surveys each calendar year. The individual satisfaction score for this question is the percentage of respondents who provide a rating of "8", "9", or "10" on a 10-point scale where 1 means "unacceptable" and 10 means "outstanding".~~

~~**"Percent Satisfied" Composite Score**~~

~~The "percent satisfied" composite score is a simple arithmetic average of the satisfaction score from each question.~~

~~**QUARTERLY CUSTOMER SATISFACTION SURVEY**~~

~~Rhode Island Energy contracts with a vendor to survey a random sample of 2,000 residential customers and 400 business customers in aggregate over four surveys, one conducted each quarter of the calendar year. The question of interest is: Using a 10-point scale, where 1 means "unacceptable" and 10 means "outstanding," how would you rate the reliability of electric service delivered to your home (or business)?~~

~~The individual satisfaction score for this question is the percentage of respondents who provide a rating of "8", "9", or "10" on a 10-point scale where 1 means "unacceptable" and 10 means "outstanding."~~

TELEPHONE CALLS ANSWERED WITHIN 20 SECONDS

The percent of calls answered within 20 seconds is calculated by dividing the number of calls answered within 20 seconds by the total number of calls answered during the year. "Calls answered" include calls answered by a customer service representative ("CSR") and calls completed within the voice response unit ("VRU"). Abandoned calls are not considered. The time to answer is measured once the customer makes a selection to either speak with a CSR or use the VRU. VRU calls are included beginning in the year 2000.

LINEAR INTERPOLATION

(1) The actual performance or penalty each year will be calculated and the result will be scaled or interpolated linearly between the relevant two points of the results range and the relevant two points on the dollar range.

(2) The method of determining the actual penalty, or offset, of each performance standard is determined by multiplying the value of the penalty, or offset, by the absolute value of the

actual performance indicator minus the value of the first standard deviation from the mean of that indicator, divided by the value of the second standard deviation of the mean of that indicator minus the value of the first standard deviation from the mean of that indicator.

$$\$\,Penalty\ or\ Offset = Penalty\ or\ Offset\ \$\,Value * \frac{Actual - 1st\ standard\ deviation}{2nd\ standard\ deviation - 1st\ standard\ deviation}$$

RHODE ISLAND ENERGY
2024 ELECTRIC SERVICE QUALITY PLAN

ADDITIONAL REPORTING CRITERIA

Each quarter, the Company will file a report of 5% of all circuits designated as worst performing on the basis of customer frequency.

Included in the report will be:

1. The circuit id and location.
2. The number of customers served.
3. The towns served.
4. The number of events.
5. The average duration.
6. The total customer minutes.
7. A discussion of the cause or causes of events.
8. A discussion of the action plan for improvements including timing.

The Company will report its annual meter reading performance as an average of monthly percentage of meters read.

The Company will report on the number of bills issued each month that were not correctly calculated as of September 2024.

For each event defined as a Major Event Day, the Company will prepare a report, which will be filed annually as part of the annual SQ filing, detailing the following information:

1. Start date/time of event.
2. Number/Location of crews on duty (both internal and external crews).
3. Number of crews assigned to restoration efforts.
4. The first instance of mutual aid coordination.
5. First contact with material suppliers.
6. Inventory levels: pre-event/daily/post-event.
7. Date/time of request for external crews.
8. Date/time of external crew assignment.
9. # of customers out of service by hour.
10. Impacted area.
11. Cause.
12. Weather impact on restoration.
13. Analysis of protective device operation.
14. Summary of customers impacted.

Page 1 of 15

RHODE ISLAND ENERGY
2024 ELECTRIC SERVICE QUALITY PLAN

The Narragansett Electric Company d/b/a Rhode Island Energy ("Company") shall establish the performance standards for reliability and customer service that are set forth in this document. The standards are designed as a penalty-only approach, under which the Company would be penalized if its performance did not meet the standards. The Company receives no reward for performance which exceeds the standards. However, positive performance in one category can be used to offset penalties in other categories within a given year. The Company shall file annually by May 1 a report of its performance during the prior calendar year under the performance standards in this plan. Any net penalty balance reflected in the Company's annual report shall be credited to customers in a manner determined by the Rhode Island Public Utilities Commission ("PUC") at that time.

The maximum penalty authorized under the standards set forth below is $3.0 million per year. The performance standards set forth below shall be in effect for the calendar year 2024 and continue until they are modified by the Commission. The Meter Reading & Billing metric begins in September 2024, as this metric took effect the first month after the Company exited its Transition Services Agreement ("TSA") with National Grid USA ("National Grid"). Other metrics, take effect following the Advanced Metering Functionality ("AMF") deployment as noted herein.

NOTE: When interpreting the performance standards that follow, please note that pages 12 through 14 of this Exhibit contain definitions of terms used in the standards.

Page 2 of 15

RHODE ISLAND ENERGY
2024 ELECTRIC SERVICE QUALITY PLAN

FREQUENCY OF INTERRUPTIONS PER CUSTOMER SERVED

Year	SAIFI*
2004	0.91
2003	1.08
2002	0.97
2001	1.09
2000	0.97
1999	0.94
1997	0.89
1996	0.75
1995	0.90

		Log Average	-0.063		
		Log Std. Dev.	0.112		
	-2 Std. Dev.	**-1 Std. Dev.**	**Mean**	**+1 Std. Dev.**	**+2 Std. Dev.**
Log Normal	-0.288	-0.175	-0.063	0.050	0.162
SAIFI	0.75	0.84	0.94	1.05	1.18

PERFORMANCE STANDARD – SAIFI (System Average Interruption Frequency Index)

SAIFI Company Target	(Penalty)
More than 1.18	($916,000)
1.06-1.18	Linear interpolation
0.84-1.05	$0
0.75-0.83	Linear interpolation
Less than 0.75	$229,000

* The calculations are based on the IEEE Std. 1366-2003 2.5β methodology for the Company. Major Event Day results are removed from these calculations but reported. The target bands are calculated considering the lognormal nature of the data. To do this, the lognormal mean and lognormal standard deviation are calculated and applied in lognormal space, which is done by applying the mean, 1 standard deviation, and 2 standard deviations and then converting back to normal space.

$$SAIFI = \frac{Total\ Number\ of\ Customers\ Interrupted}{Total\ Number\ of\ Customers\ Served}$$

Page 3 of 15

RHODE ISLAND ENERGY
2024 ELECTRIC SERVICE QUALITY PLAN

DURATION OF INTERRUPTIONS PER CUSTOMER SERVED

Year	SAIDI*
2004	66.1
2003	74.9
2002	71.0
2001	69.0
2000	60.2
1999	52.3
1997	42.2
1996	40.9
1995	51.9

		Log Average	4.051		
		Log Std. Dev.	0.224		
	-2 Std. Dev.	-1 Std. Dev.	Mean	+1 Std. Dev.	+2 Std. Dev.
Log Normal	3.604	3.827	4.051	4.275	4.498
SAIFI	36.7	45.9	57.5	71.9	89.9

PERFORMANCE STANDARD – SAIDI (System Average Interruption Duration Index)

SAIDI Company Target	(Penalty)
More than 89.9	($916,000)
72.0-89.9	Linear interpolation
45.9-71.9	$0
36.7-45.8	Linear interpolation
Less than 36.7	$229,000

* The calculations are based on the IEEE Std. 1366-2003 2.5β methodology for the Company. Major Event Day results are removed from these calculations but reported. The target bands are calculated considering the lognormal nature of the data. To do this, the lognormal mean and lognormal standard deviation are calculated and applied in lognormal space, which is done by applying the mean, 1 standard deviation, and 2 standard deviations and then converting back to normal space.

$$SAIDI\ (minutes) = \frac{Total\ Customer\ Minutes\ Interrupted}{Total\ Number\ of\ Customers\ Served}$$

Page 4 of 15

RHODE ISLAND ENERGY
2024 ELECTRIC SERVICE QUALITY PLAN

CUSTOMER SATISFACTION

CONTINUATION OF EXISTING CUSTOMER CONTACT SURVEY

The following service quality adjustment is in effect through August 2025.

CUSTOMER CONTACT SURVEY

Month	% Satisfied*
August 2013	87.7%
September 2013	86.8%
October 2013	86.0%
November 2013	83.3%
December 2013	87.5%
January 2014	85.8%
February 2014	82.4%
March 2014	81.7%
April 2014	84.1%
May 2014	78.7%
June 2014	80.3%
July 2014	90.5%
August 2014	81.7%
September 2014	84.7%
October 2014	89.8%
November 2014	82.3%
December 2014	85.5%
January 2015	83.6%
February 2015	76.1%
March 2015	78.7%
April 2015	75.5%
May 2015	79.1%
June 2015	83.0%
July 2015	82.2%
Mean	83.2%
Standard Deviation	4.4%

PERFORMANCE STANDARD – Customer Contact (Existing)

% Satisfied Target	(Penalty)/Offset
Less than 74.4%	($184,000)
74.4% - 78.7%	Linear interpolation
78.8% - 87.6%	$0
87.7% - 92.0%	Linear interpolation
More than 92.0%	$46,000

Page 5 of 15

RHODE ISLAND ENERGY
2024 ELECTRIC SERVICE QUALITY PLAN

The calculations are based on responses from customers of the Company based on surveys performed by an independent third-party consultant. A vendor surveys a random sample of the Company's customers who have contacted the call center recently in order to determine their level of satisfaction with their most recent contact with the Company regarding any call reason. Overall survey results are based on a composite measure of responses from customers to the following 2 questions taken from Rhode Island Energy's contactor survey: (1) Overall, on a scale from 1 to 10, where 1 means "dissatisfied" and 10 means "satisfied", how satisfied are you with the services provided by Rhode Island Energy? (2) Overall, on a scale from 1 to 10, where 1 means "dissatisfied" and 10 means "satisfied", how satisfied are you with the quality of the service provided by the telephone representative?

The individual satisfaction score for each question is the percentage of respondents who provide a rating of "8", "9", or "10" on a 10-point scale where 1 means "dissatisfied" and 10 means "satisfied". The "percent satisfied" composite score is a simple arithmetic average of the satisfaction score from each question.

UPDATE OF CUSTOMER SATISFACTION SERVICE QUALITY ADJUSTMENT

The following service quality adjustment is in effect beginning September 2025.[1]

PERFORMANCE STANDARD – Customer Contact (Update)

% Satisfied Target	(Penalty)/Offset
< 78.7%	($200,000)
≥ 78.7% and < 87.6%	Linear interpolation
≥ 87.6% and < 92%	$0
≥ 92.0% and < 96.6%	Linear interpolation
≥ 96.6%	$48,000

The calculations are based on responses from customers of the Company based on surveys performed by an independent third-party consultant. A vendor surveys a random sample of the Company's customers who have contacted the call center recently in order to determine their level of satisfaction with their most recent contact with the Company regarding any call reason. Overall survey results are based on a composite measure of responses from customers to the following 2 questions taken from Rhode Island Energy's contactor survey: (1) Overall, on a scale from 1 to 10, where 1 means "dissatisfied" and 10 means "satisfied", how satisfied are you with the services provided by Rhode Island Energy? (2) Overall, on a scale from 1 to 10, where 1 means "dissatisfied" and 10 means "satisfied", how satisfied are you with the quality of the service provided by the telephone representative?

[1] As ordered in Docket No. 22-49-EL: "Within six months after meter installation starts, the company will be subject to an updated customer contact standard that reflects the company's expectations of higher customer satisfaction." Meter installation began in March 2025. The updated customer satisfaction service quality adjustment reflects the PUC's decision at its October 30, 2024, Open Meeting decision in Docket No. 3628.

Page 6 of 15

RHODE ISLAND ENERGY
2024 ELECTRIC SERVICE QUALITY PLAN

The individual satisfaction score for each question is the percentage of respondents who provide a rating of "8", "9", or "10" on a 10-point scale where 1 means "dissatisfied" and 10 means "satisfied". The "percent satisfied" composite score is a simple arithmetic average of the satisfaction score from each question.

TELEPHONE CALLS ANSWERED WITHIN 20 SECONDS

Year	Percent of Calls Answered Within 20 Secs*
2004	94.1%
2003	93.3%
2002	84.0%
2001	50.4%
2000	76.7%
1999	76.9%
1998	80.9%
1997	76.7%
1996	70.2%
Mean	78.1%
Standard Deviation	12.3%

PERFORMANCE STANDARD – Telephone Calls Answered within 20 Seconds

% Calls Answered Within 20 Seconds Target	(Penalty)/Offset
Less than 53.5%	($184,000)
53.5% - 65.7%	Linear interpolation
65.8% - 90.4%	$0
90.5% - 100.0%	Linear interpolation

The percent of calls answered within 20 seconds is calculated by dividing the number of calls answered within 20 seconds by the total number of calls answered during the year. "Calls answered," include calls answered by a customer service representative ("CSR") and calls completed within the Voice Response Unit ("VRU"). The time to answer is measured once the customer makes a selection to either speak with a CSR or use the VRU. VRU calls are included beginning in the year 2000.

$$Percent\ of\ Calls\ Answered\ Within\ 20\ Seconds = \frac{Total\ Calls\ Answered\ Within\ 20\ Seconds}{Total\ Calls\ Answered}$$

Page 7 of 15

RHODE ISLAND ENERGY
2024 ELECTRIC SERVICE QUALITY PLAN

METER READING AND BILLING

PERCENT OF BILLS BASED ON ESTIMATED USAGE

Rhode Island Energy will report the percent of bills based on estimated usage per month for January through December, annually. Percent of Bills Based on Estimated Usage performance standards are determined by the PUC's decision at its Open Meeting on August 1, 2024, in Docket No. 3628; the Company may present historical data to the PUC for its consideration about whether these thresholds should be adjusted.

PERFORMANCE STANDARD – Percent of Bills Based on Estimated Usage

Monthly Percent of Bills Based on Estimated Usage	Monthly (Penalty)/Offset
≥ 17.6%	($34,000)
< 17.6% and > 1.6%	Linear interpolation
≤ 1.6%	$0

The performance measurement will be assessed monthly beginning September 2024[2] and will include major events days subject to the Company's ability to file for relief.

[2] As ordered in Docket 22-49-EL: "The company will be subject to a meter reading & billing service quality mechanism at the end of the TSA period." Rhode Island Energy exited its Transition Services Agreement ("TSA") with National Grid in August 2024.

Page 8 of 15

RHODE ISLAND ENERGY
2024 ELECTRIC SERVICE QUALITY PLAN

PERCENT OF BILLS SUCCESSFULLY ISSUED

Rhode Island Energy will report bills successfully issued as a percent of the total number of bills that should be issued each month for January through December, annually. Percent of Bills Successfully Issued performance standards are determined by the PUC's decision at its Open Meeting on August 1, 2024, in Docket No. 3628; the Company may present historical data to the Commission for its consideration about whether these thresholds should be adjusted.

PERFORMANCE STANDARD – Percent of Bills Successfully Issued

Monthly Percent of Bills Successfully Issued	Monthly (Penalty)/Offset
≤ 90%	($16,000)
> 90% and < 100%	Linear interpolation
100%	$0

The performance measurement will be assessed monthly beginning September 2024[3] and will include major events days subject to the Company's ability to file for relief.

[3] As ordered in Docket 22-49-EL: "The company will be subject to a meter reading & billing service quality mechanism at the end of the TSA period." Rhode Island Energy exited its Transition Services Agreement ("TSA") with National Grid in August 2024.

Page 9 of 15

RHODE ISLAND ENERGY
2024 ELECTRIC SERVICE QUALITY PLAN

TROUBLE NON-OUTAGE

Trouble Non-Outage refers to customer calls regarding power quality issues but not including outages. Trouble Non-Outage performance standards are determined using mean and sample standard deviation of monthly data June 2019 through August 2023. The following service quality adjustment is in effect beginning March 2026.[4]

PERFORMANCE STANDARD – Trouble Non-Outage

Trouble, Non-Outage Call Volume per Month	Monthly (Penalty)/Offset
> 81.52 calls	($16,700)
< 57.19 and ≤ 81.52 calls	Linear interpolation
≤ 57.19 calls	$0

The performance measurement will be assessed monthly.

[4] As ordered in Docket No. 22-49-EL: "Within twelve months after meter installation starts, the company will be subject to a service quality mechanism for trouble, non-outage calls." Meter installation began in March 2025.

Page 10 of 15

RHODE ISLAND ENERGY
2024 ELECTRIC SERVICE QUALITY PLAN

NETWORK SPEED

Network Speed is a one-time service quality adjustment to be measured in the 30-day span ("test period") commencing following "full project implementation" as determined by the execution of the "final project acceptance" milestone between PPL, Rhode Island Energy, and its advanced metering functionality vendor. The service quality adjustment will be assessed within the annual report for the calendar year that contains the last day of the 30-day test period.

PERFORMANCE STANDARD – Network Speed

Percent of Customers with Average Network Speed <= 45 minutes	(Penalty)/Offset
≤ 80%	($200,000)
> 80 and < 90%	Linear interpolation
≥ 90%	$0

The data collected to calculate Network Speed is raw (non-VEE) 15-minute electric interval usage data timestamped at the meter at the completion of the 15-minute usage period, and timestamped at the customer portal, representing the time at which data is available for the customer to view. Data is only collected for customers with advanced meters. The dataset will then be adjusted to exclude data for scenarios where external factors outside of the Company's control impact the calculation by delaying the total time for data packets to be sent all the way from the meter to the portal. These scenarios can include service interruptions to systems external to the advanced meter systems that prevent data flows and power outages to the electric distribution system that prevent data from being sent.

The adjusted data will be used to calculate average network speed for each customer by averaging the difference in timestamps (in minutes) across all intervals *i*:

$$Average\ Network\ Speed\ per\ Customer = \frac{\sum_{Interval=1}^{Interval=I}(Timestamp_{Portal} - Timestamp_{meter})_i}{Number\ Intervals}$$

The performance standard is calculated as the percent of customers with average network speed equal to or faster than 45 minutes.

Page 11 of 15

RHODE ISLAND ENERGY
2024 ELECTRIC SERVICE QUALITY PLAN

FASTER OUTAGE NOTIFICATION

Faster Outage Notification is a one-time service quality adjustment to be measured in the 12-month span ("test period") commencing following "full project implementation" as determined by the execution of the "final project acceptance" milestone between PPL, Rhode Island Energy, and its AMF vendor. The service quality adjustment will be assessed within the annual report for the calendar year that contains the last day of the 12-month test period.

PERFORMANCE STANDARD – Faster Outage Notification

Faster Outage Notification Metric	(Penalty)/Offset
0 minutes	($600,000)
> 0 and < 21 minutes	Linear interpolation
≥ 21 minutes	$0

The data collected to calculate Faster Outage Notification are the timestamps of Last Gasp meter outage notifications and timestamps of customer-initiated notifications to the Company of an outage. The Company will compile a dataset of the first Last Gasp meter outage notification and the first customer-initiated notification for each outage over the 12-month test period. The dataset will only include timestamp information for outages where both a Last Gasp meter outage notification and a customer-initiated notification were received. The faster outage notification metric will be calculated using the difference in these timestamps, measured in minutes, and then calculating a simple average across all outage instances:

$$Faster\ Outage\ Notification = \frac{\sum_{Outage=1}^{Outage=O}\left(Timestamp_{call} - Timestamp_{last\ gasp}\right)_o}{Number\ Outages}$$

Page 12 of 15

RHODE ISLAND ENERGY
2024 ELECTRIC SERVICE QUALITY PLAN

DEFINITIONS OF PERFORMANCE STANDARD MEASUREMENTS

The following reliability definitions used in conjunction with the performance standards are in accordance with the Institute of Electrical and Electronics Engineers, Inc. ("IEEE") Std. 1366-2003. It is assumed that additional reliability-related definitions found in this standard are also implicit in the reliability calculations.

CUSTOMER COUNT
The number of customers either served or interrupted depending on usage.

TOTAL NUMBER OF CUSTOMERS SERVED
The average number of customers served during the reporting period. If a different customer total is used, it must be clearly defined within the report.

TOTAL NUMBER OF CUSTOMERS INTERRUPTED
The sum of the customers losing electric service for any defined grouping of interruption events during the reporting period.

TOTAL CUSTOMER MINUTES INTERRUPTED
The product of the number of customers interrupted and the interruption duration for any interruption event. Also, the sum of those products for any defined grouping of interruption events.

MAJOR EVENT
Designates an event that exceeds reasonable design and or operational limits of the electric power system. A Major Event includes at least one Major Event Day.

MAJOR EVENT DAY
A day in which the daily system SAIDI exceeds a threshold value, T_{MED}. For the purposes of calculating daily system SAIDI, any interruption that spans multiple calendar days is accrued to the day on which the interruption began. Statistically, days having a daily system SAIDI greater than T_{MED} are days on which the energy delivery system experienced stresses beyond that normally expected (such as severe weather). Activities that occur on major event days should be separately analyzed and reported. The T_{MED} threshold value will be fixed at 5.34 for the years 2007 and 2008, at which time the Company's performance will be reviewed to determine if the threshold value should be re-calculated using the IEEE Std. 1366-2003 methodology.

Page 13 of 15

RHODE ISLAND ENERGY
2024 ELECTRIC SERVICE QUALITY PLAN

SAIFI (System Average Interruption Frequency Index)

The system average interruption frequency index indicates how often the average customer experiences a sustained interruption over a predefined period of time. Mathematically, this equation is given in (1).

$$SAIFI = \frac{\sum Total\ Number\ of\ Customers\ Inerrupted}{Total\ Number\ of\ Customers\ Served} \quad \text{Equation (1)}$$

To calculate the index, use equation (2) below.

$$SAIFI = \frac{\sum N_i}{N_T} = \frac{CI}{N_T} \quad \text{Equation (2)}$$

Where:

i denotes an interruption event
CI = Customers Interrupted
N_T = Total Number of Customers Served for the Area

SAIDI (System Average Interruption Duration Index)

This index indicates the total duration of interruption for the average customer during a predefined period of time. It is commonly measured in customer minutes or customer hours of interruption. Mathematically, this equation is given in (3).

$$SAIDI = \frac{\sum Customers\ Inerruption\ Durations}{Total\ Number\ of\ Customers\ Served} \quad \text{Equation (3)}$$

To calculate the index, use equation (4) below.

$$SAIDI = \frac{\sum r_i N_i}{N_T} = \frac{CMI}{N_T} \quad \text{Equation (4)}$$

Where:

i denotes an interruption event
r_i = Restoration Time for each Interruption Event
CMI = Customers Minutes Interrupted
N_T = Total Number of Customers Served for the Area

Page 14 of 15

RHODE ISLAND ENERGY
2024 ELECTRIC SERVICE QUALITY PLAN

CUSTOMER CONTACT SURVEY

A vendor surveys a random sample of the Company's customers who have contacted the call center recently in order to determine their level of satisfaction with their most recent contact with the Company regarding any call reason. Overall survey results are based on a composite measure of responses from customers to the following 2 questions taken from Rhode Island Energy's contactor survey: (1) Overall, on a scale from 1 to 10, where 1 means "dissatisfied" and 10 means "satisfied", how satisfied are you with the services provided by Rhode Island Energy? (2) Overall, on a scale from 1 to 10, where 1 means "dissatisfied" and 10 means "satisfied", how satisfied are you with the quality of the service provided by the telephone representative?

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LINEAR INTERPOLATION

(1) The actual performance or penalty each year will be calculated and the result will be scaled or interpolated linearly between the relevant two points of the results range and the relevant two points on the dollar range.

(2) The method of determining the actual penalty, or offset, of each performance standard is determined by multiplying the value of the penalty, or offset, by the absolute value of the actual performance indicator minus the value of the first standard deviation from the mean of that indicator, divided by the value of the second standard deviation of the mean of that indicator minus the value of the first standard deviation from the mean of that indicator.

$$\$\,Penalty\ or\ Offset = Penalty\ or\ Offset\ \$\,Value * \frac{Actual - 1st\ standard\ deviation}{2nd\ standard\ deviation - 1st\ standard\ deviation}$$

Page 15 of 15

RHODE ISLAND ENERGY
2024 ELECTRIC SERVICE QUALITY PLAN

ADDITIONAL REPORTING CRITERIA

Each quarter, the Company will file a report of 5% of all circuits designated as worst performing on the basis of customer frequency.

Included in the report will be:

1. The circuit id and location.
2. The number of customers served.
3. The towns served.
4. The number of events.
5. The average duration.
6. The total customer minutes.
7. A discussion of the cause or causes of events.
8. A discussion of the action plan for improvements including timing.

The Company will report its annual meter reading performance as an average of monthly percentage of meters read.

The Company will report on the number of bills issued each month that were not correctly calculated as of September 2024.

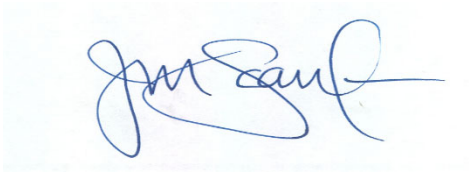
For each event defined as a Major Event Day, the Company will prepare a report, which will be filed annually as part of the annual SQ filing, detailing the following information:

1. Start date/time of event.
2. Number/Location of crews on duty (both internal and external crews).
3. Number of crews assigned to restoration efforts.
4. The first instance of mutual aid coordination.
5. First contact with material suppliers.
6. Inventory levels: pre-event/daily/post-event.
7. Date/time of request for external crews.
8. Date/time of external crew assignment.
9. # of customers out of service by hour.
10. Impacted area.
11. Cause.
12. Weather impact on restoration.
13. Analysis of protective device operation.
14. Summary of customers impacted.

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

May 1, 2026
Date

Rhode Island Energy – Electric Service Quality Plan – Docket 3628 Service List Updated 4/30/2026

Name	E-mail Distribution List	Phone
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	ASturgeon@pplweb.com;	
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