

August 6, 2021

VIA ELECTRONIC MAIL

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

RE: Docket 3476 – Fiscal Year 2021 Annual Report on Service Quality Plan (Gas Operations)

Dear Ms. Massaro:

On behalf of The Narragansett Electric Company d/b/a National Grid (“National Grid” or the “Company”), and in accordance with Order No. 17605¹, this letter and the enclosed four (4) attachments² represent the Company’s Annual Report on its Service Quality Plan (“SQP”) for Gas Operations for Fiscal Year (“FY”) 2021 (“2021 Annual Report”). This 2021 Annual Report shows the Company’s annual performance results for FY 2021 (July 1, 2020 through June 30, 2021) and quarterly performance results for the fourth quarter of FY 2021 (April 1, 2021 through June 30, 2021); provides an update on the service measure for meter testing which is based on a calendar year (January 1, 2021 through December 31, 2021); and updates the benchmarks for FY 2022 (July 1, 2021 through June 30, 2022).

Please note that the Company anticipates filing a formal Petition at a later date through which the Company would seek approval by the Public Utilities Commission (“PUC”) to make the following modifications to the SQP effective for FY 2022:

- To measure leak call responsiveness – normal business hours using the hours of Monday through Friday 8:00 a.m. to 4:00 p.m. (excluding holidays) and measure leak call responsiveness – after normal business hours using the hours outside of Monday through Friday 8:00 a.m. to 4:00 p.m. (including Saturdays, Sundays, and holidays);
- To discontinue the service measure for customer requested meter tests subject to the Company continuing to complete customer requested meter tests within a 15-day period (meaning the practice continues but it is not measured for purpose of the Gas SQP);

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

² Per practice during the COVID-19 emergency period, the Company is providing a PDF version of the 2020 Annual Report. The Company will provide the Commission Clerk with a hard copy and, if needed, additional hard copies of the Annual Report at a later date.

- To set a fixed mean and penalty threshold for the service measure for on-cycle meter reads; and
- To set a fixed mean and penalty threshold for the service measure for leak call responsiveness – normal business hours.

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 are determined on a quarterly basis. All of the service measures are measured on a fiscal year basis (July 1 through June 30) except for meter testing which is based on a calendar year.

Summary of Penalties

The Company did not incur a penalty for its annual performance for FY 2021 nor did it incur a penalty for its fourth quarter performance.

The Company did incur a penalty (\$75,000) for the Meter Testing metric for calendar year 2020.³ The Meter Testing metric is the only metric based on a calendar year benchmark. Because the end of the fiscal year second quarter also constitutes the conclusion of the calendar year, this penalty was reported through the Company’s Second Quarter Report – FY 2021. The credit of \$75,000 to ratepayers will be made through the Service Quality Performance (“SQP”) Factor which is presented through the Company’s annual Gas Distribution Adjustment Charge (“DAC”) Filing (Docket No. 5165).

The Company’s Annual Performance and Fourth Quarter Performance for FY 2021

The information included in this 2021 Annual Report compares FY 2021 fourth quarter performance or FY 2021 annual performance, depending upon the metric, against the benchmarks provided to the Commission on August 3, 2020 as part of the Company’s 2020 Annual Report.

Attachment 1, Page 2 provides a summary of the service quality performance for both the fourth quarter and overall FY 2021, while Attachment 2 provides month-by-month details for each measure. As shown on Attachment 1, Page 2, Column (8), National Grid’s fourth quarter performance was within one standard deviation of the established benchmarks in all areas and, therefore, no penalties were incurred based on the Company’s fourth quarter performance.

³ The Company notes that meter testing is customer facing work, which involves exchanging the customer meter and relighting equipment and appliances inside buildings. Such customer facing work was impaired due to the COVID-19 pandemic. (Despite the impact, the Company will not be filing for relief of penalty.)

In addition, as shown on Attachment 1, Page 2, Column (12), National Grid’s FY 2021 performance was within one standard deviation of the established benchmarks in all areas. Therefore, no penalties were incurred based on the Company’s FY 2021 fourth quarter performance or annual performance.

Please note, in last year’s FY 2020 Annual Report, the Company suggested proposals, to be effective for FY 2021. Specifically, to (1) change the business hours associated with the leak call response metric and (2) discontinue reporting of the metric for customer requested meter tests. Since those proposals were never formally decided, the Company has continued to report performance against both of the metrics using historical thresholds (and the proposed thresholds for leak response). For FY 2021 performance, the Company was not in the penalty for any of the metrics, regardless of whether performance was evaluated against FY 2021 thresholds using pre-FY 2021 penalty threshold criteria or the criteria the Company is proposing going forward. As mentioned above, the Company anticipates filing a formal Petition at a later date through which the Company would seek approval of such proposals.

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. National Grid has completed and attempted meter tests (exchanges) on a total of 35,683 meters during the period of January 2021 through June 2021, as shown on Attachment 1, Page 1. The Company forecasts that it will achieve the CY 2021 goal of 49,903 completed and attempted meter tests (exchanges).

FY 2022 Benchmarks

Attachment 3, Section A, summarizes the Company’s proposed benchmarks and penalty thresholds that would be used to measure the Company’s performance for FY 2022 (July 1, 2021 through June 30, 2022), if adopted by the PUC. Attachment 3, Section B, also summarizes what the benchmarks and penalty thresholds would be, calculated using historical criteria. In both cases, the Company has updated the performance benchmarks by incorporating the results of the most recent twelve (12) months of data for the following six (6) metrics: abandoned calls; calls answered in sixty (60) seconds; on-cycle meter reads; service appointments met; and the two leak-call response metrics provided that the leak-call response metrics have been further revised as explained below. Attachment 4A 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 data⁴. Attachment 4B provides the monthly statistics used to calculate the benchmarks and penalty thresholds using historical criteria, primarily based on the most recent 36 months of data.⁴

⁴ Metrics with fixed benchmarks and penalty thresholds are not updated based on the most recent 36 months of data.

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FY 2022 Proposed Modifications

As noted above, the Company anticipates filing a formal Petition through which the Company would seek approval by PUC to make four modifications to the SQP effective for FY 2022. Attachment 3 of this Annual Report shows the performance benchmarks using both the calculation should the Company’s proposals be adopted by the PUC and the current calculation using historical criteria.

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

Sincerely,

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

Andrew S. Marcaccio

Enclosures

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

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.



August 6, 2021

**Docket No. 3476 – National Grid Gas - Service Quality Plan
Service list updated on 8/28/2020**

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NATIONAL GRID - GAS OPERATIONS
SERVICE QUALITY PERFORMANCE
FISCAL YEAR 2021 - FOURTH QUARTER REPORT (2nd Quarter CY2021)*

<u>SERVICE QUALITY MEASURES</u>	<u>Apr-21</u>	<u>May-21</u>	<u>Jun-21</u>	<u>Q4 Total or Weighted Average</u>	<u>YTD Total or Weighted Average</u>	<u>Benchmark</u>	<u>Penalty Threshold</u>
<u>CALL CENTER RESPONSIVENESS</u>							
Total Calls Answered	23,897	26,204	31,292	81,393	308,784		
Abandoned Calls	372	678	2,168	3,218	12,118		
Total Calls Offered	24,269	26,882	33,460	84,611	320,902		
% Abandoned Calls	1.53%	2.52%	6.48%	3.80%	3.78%	3.47%	6.54%
Answered in 60 Seconds	21,680	23,880	27,780	73,340	272,241		
% Calls Answered in 60 Seconds	89.33%	88.83%	83.02%	86.68%	84.84%	84.97%	76.78%
<u>METER READS</u>							
Scheduled Meters	281,828	283,169	285,451	850,448	3,452,895		
Meters Read	277,833	278,788	280,705	837,326	3,402,634		
% On-Cycle Meter Reads	98.58%	98.45%	98.34%	98.46%	98.54%	98.37%	95.76%
<u>METER TESTING**</u>							
					<u>CY2021 YTD</u>	<u>CY2021 GOAL</u>	
<= 500 Cfh*** (180 month test interval)	3,663	4,887	6,314	14,864	20,085	47,870	
> 500 Cfh (120 month test interval)	192	274	372	838	1,163	2,033	
Meters Not Tested (Attempts Exhausted)	3,553	548	6,076	10,177	10,561		
Inactive Meters	25	49	-21	53	3,874		
Total					35,683	49,903	
<u>CUSTOMER REQUESTED TESTS</u>							
Customer Requested Tests	1	0	0	1	4		
Tests Completed in 15 Days	1	0	0	1	4		
% Completed in 15 Days	100.00%	100.00%	100.00%	100.0%	100.00%	100.00%	94.04%
<u>SERVICE APPOINTMENTS</u>							
Scheduled Service Appointments	2,652	2,633	2,474	7,759	19,738		
Completed Service Appointments	2,550	2,543	2,418	7,511	19,066		
% Service Appointments Met	96.15%	96.58%	97.74%	96.80%	96.60%	95.03%	93.31%
<u>SAFETY</u>							
Leak-Call Response:							
Normal Business Hours: M-F 8:00-16:30 (excluding holidays)							
Normal Business Hours:							
- Total Calls	338	362	346	1,046			
- Response in 30 Minutes or Less	332	349	341	1,022			
% in 30 Minutes or Less	98.22%	96.41%	98.55%	97.71%	Quarterly Metric	95.41%	93.63%
After Business Hours****:							
- Total Calls	257	284	250	791			
- Response in 45 Minutes or Less	255	280	247	782			
% in 45 Minutes or Less	99.22%	98.59%	98.80%	98.86%	Quarterly Metric	95.27%	94.38%
Normal Business Hours: M-F 8:00-16:00 (excluding holidays)*****							
Normal Business Hours:							
- Total Calls	330	358	333	1,021			
- Response in 30 Minutes or Less	325	347	321	993			
% in 30 Minutes or Less	98.48%	96.93%	96.40%	97.26%	Quarterly Metric	96.46%	94.73%
After Business Hours****:							
- Total Calls	265	293	256	814			
- Response in 45 Minutes or Less	260	285	245	790			
% in 45 Minutes or Less	98.11%	97.27%	95.70%	97.05%	Quarterly Metric	95.27%	94.38%

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

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

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

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

***** Internal Normal Business Hours are defined as M-F 8:00-16:00 (excludes weekends and holidays). After Business hours are all other days/hours outside of M-F 8:00-16:00 (including holidays). Starting in FY 2021, the Company requested approval to begin evaluating Leak-Call Response performance during these Normal and After Business hours.

NATIONAL GRID - GAS OPERATIONS
SERVICE QUALITY PERFORMANCE
FISCAL YEAR 2021 - FOURTH QUARTER REPORT

Service Quality Measures

Customer Service and Billing:

	Benchmarks & Penalties				Quarterly Performance				Annual Performance				
	Benchmark (Mean) (1)	Standard Deviation (2)	Penalty Threshold (3)	Penalty Weight (4)	Maximum Penalty (5)	4th Quarter Performance (6)	Variance from Mean (7)	# Standard Deviations (8)	Penalty (9)	Fiscal YTD Performance (10)	Variance from Mean (11)	# Standard Deviations (12)	Penalty (13)
Abandoned Calls	3.47%	3.07%	6.54%	12%	\$150,000	3.80%	-0.33%	0.1086	\$0	3.78%	-0.31%	0.0997	\$0
Calls Answered in 60 Seconds	84.97%	8.19%	76.78%	12%	\$150,000	86.68%	1.71%	0.2087	\$0	84.84%	-0.13%	0.0163	\$0
On-Cycle Meter Reads	98.37%	2.61%	95.76%	6%	\$75,000	98.46%	0.09%	0.0334	\$0	98.54%	0.17%	0.0668	\$0
Meter Testing ¹⁴				6%	\$75,000				\$0				\$0
Total Meters <=500 Cfh Tested (180 month test interval)	47,870					14,864				20,085			
Total Meters >500 Cfh Tested (120 month test interval)	2,033					838				1,163			
Customer Requested Meter Tests	100.00%	5.56%	94.04%	4%	\$50,000	100.00%	0.00%	0.0000	\$0	100.00%	0.00%	0.0000	\$0
Service Appointments Met	95.03%	1.72%	93.31%	12%	\$150,000	96.80%	1.77%	1.0312	\$0	96.60%	1.57%	0.9101	\$0
<u>Safety - Leak Call Response:</u>													
<u>Normal Business Hours:</u>													
<u>M-F 8:00-16:30 (excluding holidays)</u>													
Normal Business Hours-30 min or less	95.41%	1.78%	93.63%	24%	\$300,000	97.71%	2.30%	1.2896	\$0	96.60%	1.19%	0.6676	\$0
After Business Hours ¹⁵ -45 min or less	95.27%	0.89%	94.38%	24%	\$300,000	98.86%	3.59%	4.0362	\$0	97.77%	2.50%	2.8109	\$0
<u>Normal Business Hours:</u>													
<u>M-F 8:00-16:00 (excluding holidays)</u> ¹⁶													
Normal Business Hours-30 min or less	96.46%	1.73%	94.73%	24%	\$300,000	97.26%	0.80%	0.4610	\$0	97.44%	0.98%	0.5666	\$0
After Business Hours ¹⁵ -45 min or less	95.27%	0.89%	94.38%	24%	\$300,000	97.05%	1.78%	2.0018	\$0	97.31%	2.04%	2.2880	\$0
				100%	\$1,250,000				\$0				\$0

Notes:

- (1)-(5) Submitted in the Annual Service Quality Report filed on 8/3/2020 (see Attachment 3, Cols. (1) - (3) for FY21 Benchmark, Standard Deviation and Penalty Threshold data).
- (6) Fourth quarter of fiscal year 2021 performance data.
- (7) Calculated as (6) plus or minus (1), where positive results reflect above-average performance.
- (8) Calculated as (7) divided by (2).
- (9) Penalties are assessed when performance exceeds one standard deviation from the mean, with the maximum penalty assessed at two standard deviations from the mean. Only the penalties related to the safety measures are assessed quarterly.
- (10) Year-to-date performance data for fiscal year 2021 (i.e., July '19 - June '20) except Meter Testing. See Note (14).
- (11) Calculated as (10) plus or minus (1), where positive results reflect above-average performance.
- (12) Calculated as (11) divided by (2).
- (13) Penalties are assessed when performance exceeds one standard deviation from the mean, with the maximum penalty assessed at two standard deviations from the mean.
- (14) The meter testing measure is compiled on a calendar year basis. Therefore, the FY21 Report reflects activity between January '21 through June '21. The final CY results will be adjusted to reflect the total of attempted periodic tests of meters and will be provided at CY end.
- (15) The after business hours benchmarks were modified effective January 1, 2013 and are now fixed at a mean 95.27% with a penalty threshold of 94.38%.
- (16) Internal Normal Business Hours are defined as M-F 8:00-16:00 (excludes weekends and holidays). After Business hours are all other days/hours outside of M-F 8:00-16:00 (including holidays). Starting in FY 2021, the Company requested approval to begin evaluating Leak-Call Response performance during these Normal and After Business hours.

**NATIONAL GRID - GAS OPERATIONS
SERVICE QUALITY PERFORMANCE
FISCAL YEAR 2021 - ANNUAL PERFORMANCE DATA**

National Grid - Gas
RIPUC Docket No. 3476
Service Quality Report
Attachment 2

SERVICE QUALITY MEASURES	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	Total or Weighted Average
CALL CENTER RESPONSIVENESS													
Total Calls Answered	20,846	23,360	21,616	26,533	22,478	25,804	31,349	25,421	29,984	23,897	26,204	31,292	308,784
Abandoned Calls	397	1,294	725	3,863	516	397	672	600	436	372	678	2,168	12,118
Total Calls Offered	21,243	24,654	22,341	30,396	22,994	26,201	32,021	26,021	30,420	24,269	26,882	33,460	320,902
% Abandoned Calls	1.87%	5.25%	3.25%	12.71%	2.24%	1.52%	2.10%	2.31%	1.43%	1.53%	2.52%	6.48%	3.78%
Answered in 60 Seconds	19,348	18,585	18,272	22,072	19,511	24,011	27,773	22,059	27,270	21,680	23,880	27,780	272,241
% Calls Answered in 60 Seconds	91.08%	75.38%	81.79%	72.61%	84.85%	91.64%	86.73%	84.77%	89.64%	89.33%	88.83%	83.02%	84.84%
METER READS													
Scheduled Meters	290,008	290,250	284,596	284,711	284,114	282,637	313,403	290,648	282,080	281,828	283,169	285,451	3,452,895
Meters Read	286,307	285,068	280,715	280,659	280,107	278,595	309,357	286,364	278,136	277,833	278,788	280,705	3,402,634
% On-Cycle Meter Reads	98.72%	98.21%	98.64%	98.58%	98.59%	98.57%	98.71%	98.53%	98.60%	98.58%	98.45%	98.34%	98.54%
METER TESTING*													
<= 500 Cfh** (180 month test interval)	61	58	234	581	572	1,472	2,578	682	1,961	3,663	4,887	6,314	23,063
> 500 Cfh (120 month test interval)	21	25	30	21	17	45	171	50	104	192	274	372	1,322
Total Meters Tested*	82	83	264	602	589	1,517	2,749	732	2,065	3,855	5,161	6,686	24,385
CUSTOMER REQUESTED TESTS													
Customer Requested Tests	0	0	0	0	0	0	0	1	2	1	0	0	4
Tests Completed in 15 Days	0	0	0	0	0	0	0	1	2	1	0	0	4
% Completed in 15 Days	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.00%
SERVICE APPOINTMENTS													
Scheduled Service Appointments	487	369	619	854	930	944	3,355	2,285	2,136	2,652	2,633	2,474	19,738
Completed Service Appointments	474	356	609	827	908	915	3,176	2,214	2,076	2,550	2,543	2,418	19,066
% Service Appointments Met	97.33%	96.48%	98.38%	96.84%	97.63%	96.93%	94.66%	96.89%	97.19%	96.15%	96.58%	97.74%	96.60%
SAFETY													
Leak-Call Response:													
Normal Business Hours: M-F:8:00-16:30 (excluding holidays)													
- Total Calls	273	329	357	420	409	494	446	337	328	338	362	346	4,439
- Response in 30 Minutes or Less	257	321	343	408	387	471	432	327	320	332	349	341	4,288
% in 30 Minutes or Less	94.14%	97.57%	96.08%	97.14%	94.62%	95.34%	96.86%	97.03%	97.56%	98.22%	96.41%	98.55%	96.60%
After Business Hours***:													
- Total Calls	271	300	274	334	355	402	383	314	256	257	284	250	3,680
- Response in 45 Minutes or Less	268	291	265	329	339	390	375	307	252	255	280	247	3,598
% in 45 Minutes or Less	98.89%	97.00%	96.72%	98.50%	95.49%	97.01%	97.91%	97.77%	98.44%	99.22%	98.59%	98.80%	97.77%
Normal Business Hours: M-F:8:00-16:00 (excluding holidays)****													
- Total Calls	262	306	335	388	384	463	441	320	299	330	358	333	4,219
- Response in 30 Minutes or Less	249	305	325	381	368	454	430	312	294	325	347	321	4,111
% in 30 Minutes or Less	95.04%	99.67%	97.01%	98.20%	95.83%	98.06%	97.51%	97.50%	98.33%	98.48%	96.93%	96.40%	97.44%
After Business Hours***:													
- Total Calls	282	323	296	366	380	433	388	331	285	265	293	256	3,898
- Response in 45 Minutes or Less	277	313	286	361	364	419	380	323	280	260	285	245	3,793
% in 45 Minutes or Less	98.23%	96.90%	96.62%	98.63%	95.79%	96.77%	97.94%	97.58%	98.25%	98.11%	97.27%	95.70%	97.31%

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

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

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

**** Internal Normal Business Hours are defined as M-F 8:00-16:00 (excludes weekends and holidays). After Business hours are all other days/hours outside of M-F 8:00-16:00 (including holidays). Starting in FY 2021, the Company requested approval to begin evaluating Leak-Call Response performance during these Normal and After Business hours.

NATIONAL GRID - GAS OPERATIONS
REVISED SERVICE QUALITY BENCHMARKS
FISCAL YEAR 2022

	Section A			Section B		
	Company Proposed			Using Historical Criteria		
Measures	Benchmark (Mean) FY21	Standard Deviation (+/-)	Penalty Threshold	Benchmark (Mean) FY21	Standard Deviation (+/-)	Penalty Threshold
<u>Customer Service and Billing:</u>						
Abandoned Calls	4.16%	3.40%	7.56%	4.16%	3.40%	7.56%
Calls Answer in 60 Seconds	83.39%	8.15%	75.24%	83.39%	8.15%	75.24%
On-Cycle Meter Reads	98.47%	1.65%	96.82%	98.76%	0.22%	98.54%
Meter Testing*	CY2021 GOAL			CY2021 GOAL		
<= 500 Cfh (180 month test interval)	47,870			47,870		
> 500 Cfh (120 month test interval)	2,033			2,033		
Customer Requested Meter Tests**	Discontinue Reporting			99.60%	5.56%	94.04%
Service Appointments Met	95.78%	1.74%	94.04%	95.78%	1.74%	94.04%
	Business Hours: M-F 8:00-16:00 (excluding holidays)			Business Hours: M-F 8:00-16:30 (excluding holidays)		
<u>Safety - Leak Call Response:</u>						
Normal Business Hours***-30 min or less	96.68%	1.72%	94.96%	95.85%	1.83%	94.02%
After Business Hours****-45 min or less	95.27%	0.89%	94.38%	95.27%	0.89%	94.38%

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

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

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

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

NATIONAL GRID - GAS OPERATIONS
SERVICE QUALITY BENCHMARKS
PROPOSED BY THE COMPANY

SERVICE QUALITY MEASURES	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19
CALL CENTER RESPONSIVENESS*												
Total Calls Answered	40,870	40,835	36,221	48,145	39,262	37,992	56,966	40,197	41,073	39,506	43,168	25,343
Abandoned Calls	569	664	763	1,179	515	529	2,671	1,227	2,378	1,430	1,931	3,229
Total Calls Offered	41,439	41,499	36,984	49,324	39,777	38,521	59,637	41,424	43,451	40,936	45,099	28,572
% Abandoned Calls	1.37%	1.60%	2.06%	2.39%	1.29%	1.37%	4.48%	2.96%	5.47%	3.49%	4.28%	11.30%
Answered in 60 Seconds	38,086	37,579	32,049	40,131	35,973	34,756	48,154	35,305	35,388	34,934	38,122	20,134
% Calls Answered in 60 Seconds	93.19%	90.55%	86.66%	81.36%	90.44%	90.23%	80.75%	85.23%	81.44%	85.34%	84.53%	70.47%
METER READS												
Scheduled Meters	279,183	279,404	279,623	279,916	280,167	280,623	283,791	281,161	281,265	281,321	281,396	281,479
Meters Read	275,863	276,122	276,517	276,847	277,158	277,611	280,935	278,215	278,395	278,548	278,550	278,642
% On-Cycle Meter Reads	98.81%	98.83%	98.89%	98.90%	98.93%	98.93%	98.99%	98.95%	98.98%	99.01%	98.99%	98.99%
METER TESTING**												
<= 500 Cfh (180 month test interval)	1,457	1,058	904	605	445	500	733	1,207	1,477	1,553	1,362	571
> 500 Cfh (120 month test interval)	109	89	93	70	39	34	97	67	202	259	231	120
Total Meters Tested	1,566	1,147	997	675	484	534	830	1,274	1,679	1,812	1,593	691
Customer Requested Tests	0	0	0	0	0	0	1	3	2	0	1	1
Tests Completed in 15 Days	0	0	0	0	0	0	1	3	2	0	1	1
% Completed in 15 Days	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SERVICE APPOINTMENTS												
Scheduled Service Appointments	2,973	2,980	2,249	3,072	2,619	2,045	2,244	2,840	3,162	2,965	2,762	2238
Completed Service Appointments	2,804	2,857	2,146	2,883	2,507	1,940	2,160	2,721	3,014	2,835	2,637	2167
% Service Appointments Met	94.32%	95.87%	95.42%	93.85%	95.72%	94.87%	96.26%	95.81%	95.32%	95.62%	95.47%	96.83%
SAFETY												
Leak-Call Response:												
Normal Business Hours:												
M-F 8:00-16:00 (excluding holidays)												
- Total Calls	307	315	351	512	430	402	498	335	357	408	381	283
- Response in 30 Minutes or Less	297	302	332	492	420	391	481	330	353	402	369	279
% in 30 Minutes or Less	96.74%	95.87%	94.59%	96.09%	97.67%	97.26%	96.59%	98.51%	98.88%	98.53%	96.85%	98.59%
After Business Hours***:												
- Total Calls	271	291	403	523	510	477	558	407	392	321	288	267
- Response in 45 Minutes or Less	262	283	384	507	481	461	548	391	387	308	287	258
% in 45 Minutes or Less	96.68%	97.25%	95.29%	96.94%	94.31%	96.65%	98.21%	96.07%	98.72%	95.95%	99.65%	96.63%

*The following adjustments were made to the June 2019 results, as compared to the Q4 FY2019 Report, as a result of a data reconciliation with the Company's Contact Center Vendor. The adjustment are immaterial to prior period performance or the FY2020 benchmark. Total Calls Answered changed from 25,359 to 25,343; Abandoned Calls changed from 3,230 to 3,229; Total Calls Offered changed from 28,589 to 28,572; Calls Answered in 60 Seconds changed from 20,150 to 20,134.

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

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**NATIONAL GRID - GAS OPERATIONS
SERVICE QUALITY BENCHMARKS
PROPOSED BY THE COMPANY**

SERVICE QUALITY MEASURES	Jul-19	Aug-19	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Mar-20	Apr-20	May-20	Jun-20
CALL CENTER RESPONSIVENESS*												
Total Calls Answered	27,492	34,188	31,350	37,127	35,019	34,172	36,477	33,039	30,022	24,710	22,125	22,657
Abandoned Calls	3,923	4,445	2,582	3,199	2,639	1,331	1,006	696	503	353	370	336
Total Calls Offered	31,415	38,633	33,932	40,326	37,658	35,503	37,483	33,735	30,525	25,063	22,495	22,993
% Abandoned Calls	12.49%	11.51%	7.61%	7.93%	7.01%	3.75%	2.68%	2.06%	1.65%	1.41%	1.64%	1.46%
Answered in 60 Seconds	22,086	25,673	25,004	25,987	26,929	29,706	32,797	30,549	28,137	22,979	20,785	21,584
% Calls Answered in 60 Seconds	70.30%	66.45%	73.69%	64.44%	71.51%	83.67%	87.50%	90.56%	92.18%	91.68%	92.40%	93.87%
METER READS												
Scheduled Meters	281,158	281,257	281,751	281,813	281,718	282,136	293,188	283,364	286,235	282,913	287,643	285,552
Meters Read	278,211	278,022	278,206	277,967	277,968	278,620	260,843	280,382	283,271	279,889	284,550	280,806
% On-Cycle Meter Reads	98.95%	98.85%	98.74%	98.64%	98.67%	98.75%	88.97%	98.95%	98.96%	98.93%	98.92%	98.34%
							Hypothetical 2 days of missed meter reads for Jan 2020 29,319					
METER TESTING**												
<= 500 Cfh (180 month test interval)	1,007	783	1,398	578	370	763	0	0	560	41	17	31
> 500 Cfh (120 month test interval)	176	158	148	67	41	128	0	0	96	3	5	36
Total Meters Tested	1,183	941	1,546	645	411	891	0	0	656	44	22	67
Customer Requested Tests	0	0	0	1	2	2	1	0	0	0	0	0
Tests Completed in 15 Days	0	0	0	1	2	2	1	0	0	0	0	0
% Completed in 15 Days	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SERVICE APPOINTMENTS												
Scheduled Service Appointments	1571	716	1225	1595	1698	1,637	1,692	1,383	1,464	730	319	510
Completed Service Appointments	1507	655	1110	1477	1629	1,576	1,649	1,343	1,417	720	312	494
% Service Appointments Met	95.93%	91.48%	90.61%	92.60%	95.94%	96.27%	97.46%	97.11%	96.79%	98.63%	97.81%	96.86%
SAFETY												
Leak-Call Response:												
Normal Business Hours:												
M-F 8:00-16:00 (excluding holidays)												
- Total Calls	320	309	380	420	403	397	439	357	398	256	329	304
- Response in 30 Minutes or Less	295	288	367	397	381	375	430	348	389	252	325	296
% in 30 Minutes or Less	92.19%	93.20%	96.58%	94.52%	94.54%	94.46%	97.95%	97.48%	97.74%	98.44%	98.78%	97.37%
After Business Hours***:												
- Total Calls	282	289	327	401	445	462	435	337	282	225	274	252
- Response in 45 Minutes or Less	272	272	311	374	421	427	415	326	276	223	268	249
% in 45 Minutes or Less	96.45%	94.12%	95.11%	93.27%	94.61%	92.42%	95.40%	96.74%	97.87%	99.11%	97.81%	98.81%

*The following adjustments were made to the June 2019 results, as compared to the Q4 FY2019 Report, as a result of a data reconciliation with the Company's Contact Center Vendor. The adjustment are immaterial to prior period performance or the FY2020 benchmark. Total Calls Answered changed from 25,359 to 25,343; Abandoned Calls changed from 3,230 to 3,229; Total Calls Offered changed from 28,589 to 28,572; Calls Answered in 60 Seconds changed from 20,150 to 20,134.

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

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**NATIONAL GRID - GAS OPERATIONS
SERVICE QUALITY BENCHMARKS
PROPOSED BY THE COMPANY**

SERVICE QUALITY MEASURES	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	36 Month Average	Standard Deviation	Penalty Threshold	Maximum Penalty
CALL CENTER RESPONSIVENESS*																
Total Calls Answered	20,846	23,360	21,616	26,533	22,478	25,804	31,349	25,421	29,984	23,897	26,204	31,292	32,409			
Abandoned Calls	397	1,294	725	3,863	516	397	672	600	436	372	678	2,168	1,405			
Total Calls Offered	21,243	24,654	22,341	30,396	22,994	26,201	32,021	26,021	30,420	24,269	26,882	33,460	33,815			
% Abandoned Calls	1.87%	5.25%	3.25%	12.71%	2.24%	1.52%	2.10%	2.31%	1.43%	1.53%	2.52%	6.48%	4.16%	3.40%	7.56%	10.96%
Answered in 60 Seconds	19,348	18,585	18,272	22,072	19,511	24,011	27,773	22,059	27,270	21,680	23,880	27,780	28,196			
% Calls Answered in 60 Seconds	91.08%	75.38%	81.79%	72.61%	84.85%	91.64%	86.73%	84.77%	89.64%	89.33%	88.83%	83.02%	83.39%	8.15%	75.24%	67.09%
METER READS																
Scheduled Meters	290,008	290,250	284,596	284,711	284,114	282,637	313,403	290,648	282,080	281,828	283,169	285,451	284,193			
Meters Read	286,307	285,068	280,715	280,659	280,107	278,595	309,357	286,364	278,136	277,833	278,788	280,705	279,855			
% On-Cycle Meter Reads	98.72%	98.21%	98.64%	98.58%	98.59%	98.57%	98.71%	98.53%	98.60%	98.58%	98.45%	98.34%	98.47%	1.65%	96.82%	95.17%
METER TESTING**																
<= 500 Cfh (180 month test interval)	61	58	234	581	572	1,472	2,578	682	1,961	3,663	4,887	6,314	13,494			
> 500 Cfh (120 month test interval)	21	25	30	21	17	45	171	50	104	192	274	372	1,197			
Total Meters Tested	82	83	264	602	589	1,517	2,749	732	2,065	3,855	5,161	6,686	14,691			
Customer Requested Tests	0	0	0	0	0	0	0	1	2	1	0	0	1			
Tests Completed in 15 Days	0	0	0	0	0	0	0	1	2	1	0	0	1			
% Completed in 15 Days	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.00%	14.29%	85.71%	71.42%
SERVICE APPOINTMENTS																
Scheduled Service Appointments	487	369	619	854	930	944	3,355	2,285	2,136	2,652	2,633	2,474	1,845			
Completed Service Appointments	474	356	609	827	908	915	3,176	2,214	2,076	2,550	2,543	2,418	1,767			
% Service Appointments Met	97.33%	96.48%	98.38%	96.84%	97.63%	96.93%	94.66%	96.89%	97.19%	96.15%	96.58%	97.74%	95.78%	1.74%	94.04%	92.30%
SAFETY																
Leak-Call Response:																
Normal Business Hours:																
M-F 8:00-16:00 (excluding holidays)																
- Total Calls	262	306	335	388	384	463	441	320	299	330	358	333	364			
- Response in 30 Minutes or Less	249	305	325	381	368	454	430	312	294	325	347	321	353			
% in 30 Minutes or Less	95.04%	99.67%	97.01%	98.20%	95.83%	98.06%	97.51%	97.50%	98.33%	98.48%	96.93%	96.40%	96.89%	1.71%	95.18%	93.47%
													FY 20	1.73%	94.73%	
													Average (Proposed Fixed Values)	1.72%	94.96%	
													96.68%			
After Business Hours***:																
- Total Calls	282	323	296	366	380	433	388	331	285	265	293	256	350			
- Response in 45 Minutes or Less	277	313	286	361	364	419	380	323	280	260	285	245	338			
% in 45 Minutes or Less	98.23%	96.90%	96.62%	98.63%	95.79%	96.77%	97.94%	97.58%	98.25%	98.11%	97.27%	95.70%	96.57%	1.67%	94.90%	93.23%

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

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NATIONAL GRID - GAS OPERATIONS
SERVICE QUALITY BENCHMARKS
CALCULATED USING HISTORICAL CRITERIA

SERVICE QUALITY MEASURES	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19
CALL CENTER RESPONSIVENESS*												
Total Calls Answered	40,870	40,835	36,221	48,145	39,262	37,992	56,966	40,197	41,073	39,506	43,168	25,343
Abandoned Calls	569	664	763	1,179	515	529	2,671	1,227	2,378	1,430	1,931	3,229
Total Calls Offered	41,439	41,499	36,984	49,324	39,777	38,521	59,637	41,424	43,451	40,936	45,099	28,572
% Abandoned Calls	1.37%	1.60%	2.06%	2.39%	1.29%	1.37%	4.48%	2.96%	5.47%	3.49%	4.28%	11.30%
Answered in 60 Seconds	38,086	37,579	32,049	40,131	35,973	34,756	48,154	35,305	35,388	34,934	38,122	20,134
% Calls Answered in 60 Seconds	93.19%	90.55%	86.66%	81.36%	90.44%	90.23%	80.75%	85.23%	81.44%	85.34%	84.53%	70.47%
METER READS												
Scheduled Meters	279,183	279,404	279,623	279,916	280,167	280,623	283,791	281,161	281,265	281,321	281,396	281,479
Meters Read	275,863	276,122	276,517	276,847	277,158	277,611	280,935	278,215	278,395	278,548	278,550	278,642
% On-Cycle Meter Reads	98.81%	98.83%	98.89%	98.90%	98.93%	98.93%	98.99%	98.95%	98.98%	99.01%	98.99%	98.99%
METER TESTING**												
<= 500 Cfh (180 month test interval)	1,457	1,058	904	605	445	500	733	1,207	1,477	1,553	1,362	571
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Total Meters Tested	1,566	1,147	997	675	484	534	830	1,274	1,679	1,812	1,593	691
Customer Requested Tests	0	0	0	0	0	0	1	3	2	0	1	1
Tests Completed in 15 Days	0	0	0	0	0	0	1	3	2	0	1	1
% Completed in 15 Days	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SERVICE APPOINTMENTS												
Scheduled Service Appointments	2,973	2,980	2,249	3,072	2,619	2,045	2,244	2,840	3,162	2,965	2,762	2238
Completed Service Appointments	2,804	2,857	2,146	2,883	2,507	1,940	2,160	2,721	3,014	2,835	2,637	2167
% Service Appointments Met	94.32%	95.87%	95.42%	93.85%	95.72%	94.87%	96.26%	95.81%	95.32%	95.62%	95.47%	96.83%
SAFETY												
Leak-Call Response:												
Normal Business Hours:												
M-F 8:00-16:00 (excluding holidays)												
- Total Calls	318	331	383	549	465	435	538	365	390	432	400	292
- Response in 30 Minutes or Less	307	316	353	518	439	415	516	353	376	422	383	284
% in 30 Minutes or Less	96.54%	95.47%	92.17%	94.35%	94.41%	95.40%	95.91%	96.71%	96.41%	97.69%	95.75%	97.26%
After Business Hours***:												
- Total Calls	260	275	371	486	475	444	518	377	359	297	269	258
- Response in 45 Minutes or Less	251	267	353	471	446	429	508	363	355	284	268	250
% in 45 Minutes or Less	96.54%	97.09%	95.15%	96.91%	93.89%	96.62%	98.07%	96.29%	98.89%	95.62%	99.63%	96.90%

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NATIONAL GRID - GAS OPERATIONS
SERVICE QUALITY BENCHMARKS
CALCULATED USING HISTORICAL CRITERIA

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

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**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%.

NATIONAL GRID - GAS OPERATIONS
SERVICE QUALITY BENCHMARKS
CALCULATED USING HISTORICAL CRITERIA

SERVICE QUALITY MEASURES	Jul-20	Aug-20	Sep-20	Oct-20	Nov-20	Dec-20	Jan-21	Feb-21	Mar-21	Apr-21	May-21	Jun-21	36 Month Average	Standard Deviation	Penalty Threshold	Maximum Penalty
CALL CENTER RESPONSIVENESS*																
Total Calls Answered	20,846	23,360	21,616	26,533	22,478	25,804	31,349	25,421	29,984	23,897	26,204	31,292	32,409			
Abandoned Calls	397	1,294	725	3,863	516	397	672	600	436	372	678	2,168	1,405			
Total Calls Offered	21,243	24,654	22,341	30,396	22,994	26,201	32,021	26,021	30,420	24,269	26,882	33,460	33,815			
% Abandoned Calls	1.87%	5.25%	3.25%	12.71%	2.24%	1.52%	2.10%	2.31%	1.43%	1.53%	2.52%	6.48%	4.16%	3.40%	7.56%	10.96%
Answered in 60 Seconds	19,348	18,585	18,272	22,072	19,511	24,011	27,773	22,059	27,270	21,680	23,880	27,780	28,196			
% Calls Answered in 60 Seconds	91.08%	75.38%	81.79%	72.61%	84.85%	91.64%	86.73%	84.77%	89.64%	89.33%	88.83%	83.02%	83.39%	8.15%	75.24%	67.09%
METER READS																
Scheduled Meters	290,008	290,250	284,596	284,711	284,114	282,637	313,403	290,648	282,080	281,828	283,169	285,451	284,193			
Meters Read	286,307	285,068	280,715	280,659	280,107	278,595	309,357	286,364	278,136	277,833	278,788	280,705	280,669			
% On-Cycle Meter Reads	98.72%	98.21%	98.64%	98.58%	98.59%	98.57%	98.71%	98.53%	98.60%	98.58%	98.45%	98.34%	98.76%	0.22%	98.54%	98.32%
METER TESTING**																
<= 500 Cfh (180 month test interval)	61	58	234	581	572	1,472	2,578	682	1,961	3,663	4,887	6,314	13,494			
> 500 Cfh (120 month test interval)	21	25	30	21	17	45	171	50	104	192	274	372	1,197			
Total Meters Tested	82	83	264	602	589	1,517	2,749	732	2,065	3,855	5,161	6,686	14,691			
Customer Requested Tests	0	0	0	0	0	0	0	1	2	1	0	0	1			
Tests Completed in 15 Days	0	0	0	0	0	0	0	1	2	1	0	0	1			
% Completed in 15 Days	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	14.29%	85.71%	71.42%
SERVICE APPOINTMENTS																
Scheduled Service Appointments	487	369	619	854	930	944	3,355	2,285	2,136	2,652	2,633	2,474	1,845			
Completed Service Appointments	474	356	609	827	908	915	3,176	2,214	2,076	2,550	2,543	2,418	1,767			
% Service Appointments Met	97.33%	96.48%	98.38%	96.84%	97.63%	96.93%	94.66%	96.89%	97.19%	96.15%	96.58%	97.74%	95.78%	1.74%	94.04%	92.30%
SAFETY																
Leak-Call Response:																
Normal Business Hours:																
M-F 8:00-16:00 (excluding holidays)																
- Total Calls	273	329	357	420	409	494	446	337	328	338	362	346	382			
- Response in 30 Minutes or Less	257	321	343	408	387	471	432	327	320	332	349	341	366			
% in 30 Minutes or Less	94.14%	97.57%	96.08%	97.14%	94.62%	95.34%	96.86%	97.03%	97.56%	98.22%	96.41%	98.55%	95.85%	1.83%	94.02%	92.19%
After Business Hours***:																
- Total Calls	271	300	274	334	355	402	383	314	256	257	284	250	330			
- Response in 45 Minutes or Less	268	291	265	329	339	390	375	307	252	255	280	247	319			
% in 45 Minutes or Less	98.89%	97.00%	96.72%	98.50%	95.49%	97.01%	97.91%	97.77%	98.44%	99.22%	98.59%	98.80%	96.70%	1.77%	94.93%	93.16%

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