

July 31, 2017

**VIA HAND DELIVERY & ELECTRONIC MAIL**

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

**RE: Docket 3476 – Fiscal Year 2017 Annual Report on Service Quality Plan**

Dear Ms. Massaro:

Enclosed for filing are 10 copies of National Grid's<sup>1</sup> annual performance results for fiscal year 2017 (FY17)<sup>2</sup> for its gas operations in Rhode Island under the Service Quality Plan established in the above-referenced docket. The enclosed annual report covers the period of July 1, 2016 through June 30, 2017. The annual report also establishes updated benchmarks to be used in measuring performance for fiscal year 2018 (FY18), which covers the period of July 1, 2017 through June 30, 2018. Based on National Grid's actual performance results, National Grid did not incur any penalties for FY17.

Attachment 1, Page 2 of 2 provides a summary of the Service Quality performance for both the fourth quarter and FY17, while Attachment 2 provides month-by-month details for each measure. As shown on Attachment 1, Page 2, Column (8), National Grid reports that during the fourth quarter, performance was within one standard deviation, or better, of the established benchmarks in all areas. In addition, as shown on Attachment 1, Page 2 of 2, Column (12), National Grid's FY17 performance was within one standard deviation, or better, of the established benchmarks in all areas.

The benchmark for meter testing is based on a calendar year basis, and was revised in October 2012 to reflect the Rhode Island Division of Public Utilities and Carriers' Rules and Regulations Prescribing Standards for Gas Utilities, Master Meter Systems, and Jurisdictional Propane Systems. National Grid has tested a total of 8,748 meters during the period of January 2017 through June 2017, as shown on Attachment 1, Page 2 of 2. National Grid will report the final calendar year results for this measure in its second quarter report for FY18. In addition, the After Business Hours benchmarks were modified effective January 1, 2013 and continue to be fixed at a mean 95.27%, with a penalty threshold of 94.38%.

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<sup>1</sup> The Narragansett Electric Company d/b/a National Grid.

<sup>2</sup> The fiscal year in Docket No. 3476 runs from July 1 through June 30.

As noted above, National Grid has also updated the performance benchmarks for FY18 to incorporate the results of the most recent 12 months of data. Attachment 3 summarizes the benchmarks that will be used to measure performance for the period from July 1, 2017 through June 30, 2018. Attachment 4 provides National Grid's monthly statistics used to calculate the new benchmarks based on the most recent 36 months of data. Please note that National Grid completed 100% of the customer-requested meter tests within 15 days during the 36 months of the benchmark period, generating a standard deviation of zero and a benchmark of 100%. Establishing a benchmark of 100%, however, would not be reasonable or practical. Accordingly, for this measure only (customer-requested meter tests), National Grid proposes to continue use a mean benchmark of 99.60% with a penalty threshold of 94.04%, as it has used in prior years.

Finally, please note that the figures for Total Calls Answered, Abandoned Calls, and Calls Answered in 60 Seconds for July 2016 through March 2017 have been updated from the figures previously reported. As a result, the call center metrics for each of the three previous quarters have been updated for this report. The overall FY17 performance reflects the most up-to-date figures.

Thank you for your attention to this filing. If you have any questions, please contact me at 401-784-7415.

Very truly yours,



Robert J. Humm

Enclosures

cc: Docket 3476 Service List  
Leo Wold, Esq.  
Steve Scialabba, 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.

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Joanne M. Scanlon

July 31, 2017  
Date

**Docket No. 3476 – National Grid Gas - Service Quality Plan  
Service list updated on 11/3/2016**

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<b>Original &amp; nine (9) copies file w/:</b> Luly E. Massaro, Commission Clerk Public Utilities Commission 89 Jefferson Blvd. Warwick, RI 02888	<a href="mailto:Patricia.lucarelli@puc.ri.gov">Patricia.lucarelli@puc.ri.gov</a> ;	401-780-2107

**NATIONAL GRID - GAS OPERATIONS**  
**SERVICE QUALITY PERFORMANCE**  
**FISCAL YEAR 2017 - FOURTH QUARTER REPORT (2nd Quarter CY2017) \***

<u>SERVICE QUALITY MEASURES</u>	<u>Apr-17</u>	<u>May-17</u>	<u>Jun-17</u>	<u>Total or Weighted Average</u>	<u>Benchmark</u>	<u>Penalty Threshold</u>
<b><u>CALL CENTER RESPONSIVENESS</u></b>						
Total Calls Answered	37,937	45,202	39,183	122,322		
Abandoned Calls	671	1,813	3,187	5,671		
Total Calls Offered	38,608	47,015	42,370	127,993		
<b>% Abandoned Calls</b>	1.74%	3.86%	7.52%	<b>4.43%</b>	3.12%	5.43%
Answered in 60 Seconds	34,489	37,028	28,409	99,926		
<b>% Calls Answered in 60 Seconds</b>	89.33%	78.76%	67.05%	<b>78.07%</b>	83.70%	74.68%
<b><u>METER READS</u></b>						
Scheduled Meters	278,658	281,522	278,158	838,338		
Meters Read	274,875	277,617	273,922	826,414		
<b>% On-Cycle Meter Reads</b>	98.64%	98.61%	98.48%	<b>98.58%</b>	98.70%	98.47%
<b><u>METER TESTING**</u></b>						
					<b>CALENDAR YTD</b>	<b>CY2017 GOAL</b>
<= 500 Cfh*** (180 month test interval)	1,830	2,036	1,140	5,006	7,814	28,340
> 500 Cfh (120 month test interval)	250	203	102	555	934	2,901
<b><u>CUSTOMER REQUESTED TESTS</u></b>						
Customer Requested Tests	0	0	0	0		
Tests Completed in 15 Days	0	0	0	0		
<b>% Completed in 15 Days</b>	100.00%	100.00%	100.00%	<b>100.00%</b>	99.60%	94.04%
<b><u>SERVICE APPOINTMENTS</u></b>						
Scheduled Service Appointments	3,165	3,175	3,079	9,419		
Completed Service Appointments	3,031	3,034	2,887	8,952		
<b>% Service Appointments Met</b>	95.77%	95.56%	93.76%	<b>95.04%</b>	95.19%	93.17%
<b><u>SAFETY</u></b>						
<b>Leak-Call Response:</b>						
<b>Normal Business Hours:</b>						
- Total Calls	384	437	491	1,312		
- Response in 30 Minutes or Less	364	417	467	1,248		
<b>% in 30 Minutes or Less</b>	94.79%	95.42%	95.11%	<b>95.12%</b>	95.16%	93.88%
<b>After Business Hours****:</b>						
- Total Calls	294	300	294	888		
- Response in 45 Minutes or Less	289	290	283	862		
<b>% in 45 Minutes or Less</b>	98.30%	96.67%	96.26%	<b>97.07%</b>	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%

NATIONAL GRID - GAS OPERATIONS  
SERVICE QUALITY PERFORMANCE  
FISCAL YEAR 2017 - FOURTH QUARTER REPORT

Service Quality Measures

Customer Service and Billing:

Abandoned Calls  
Calls Answered in 60 Seconds  
On-Cycle Meter Reads

Meter Testing<sup>14</sup>

Total Meters <=500 Cfh Tested (180 month test interval)

Total Meters >500 Cfh Tested (120 month test interval)

Customer Requested Meter Tests

Service Appointments Met

Safety - Leak Call Response:

Normal Business Hours-30 min or less

After Business Hours<sup>15</sup>-45 min or less

Benchmarks & Penalties					Quarterly Performance				Annual Performance			
Benchmark (Mean)	Standard Deviation	Penalty Threshold	Penalty Weight	Maximum Penalty	4th Quarter Performance	Variance from Mean	# Standard Deviations	Penalty	Fiscal YTD Performance	Variance from Mean	# Standard Deviations	Penalty
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(13)
3.12%	2.31%	5.43%	12%	\$150,000	4.43%	-1.31%	0.5674	N/A	3.46%	-0.34%	0.1487	\$0
83.70%	9.02%	74.68%	12%	\$150,000	78.07%	-5.63%	0.6240	N/A	84.53%	0.83%	0.0922	\$0
98.70%	0.23%	98.47%	6%	\$75,000	98.58%	-0.12%	0.5319	N/A	98.60%	-0.10%	0.4219	\$0
			6%	\$75,000				N/A				\$0
28,340					5,006				7,814			
2,901					555				934			
99.60%	5.56%	94.04%	4%	\$50,000	100.00%	0.40%	0.0719	N/A	100.00%	0.40%	0.0719	\$0
95.19%	2.02%	93.17%	12%	\$150,000	95.04%	-0.15%	0.0733	N/A	94.96%	-0.23%	0.1125	\$0
95.16%	1.28%	93.88%	24%	\$300,000	95.12%	-0.04%	0.0297	\$0	95.27%	0.11%	0.0879	\$0
95.27%	0.89%	94.38%	24%	\$300,000	97.07%	1.80%	2.0248	\$0	96.27%	1.00%	1.1245	\$0
			100%	\$1,250,000				\$0				\$0

Notes:

- (1)-(5) Submitted in the Annual Service Quality Report filed on 7/29/16 (see Attachment 3, Cols. (1) - (3) for FY17 Benchmark, Standard Deviation and Penalty Threshold data).
- (6) Fourth quarter of fiscal year 2017 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 2017 (i.e., July '16 - June '17) 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 FY17 Report reflects activity between January '17 through June '17. 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%.

**NATIONAL GRID - GAS OPERATIONS  
SERVICE QUALITY PERFORMANCE  
FISCAL YEAR 2017 - ANNUAL PERFORMANCE DATA**

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

<b>SERVICE QUALITY MEASURES</b>	<b>Jul-16</b>	<b>Aug-16</b>	<b>Sep-16</b>	<b>Oct-16</b>	<b>Nov-16</b>	<b>Dec-16</b>	<b>Jan-17</b>	<b>Feb-17</b>	<b>Mar-17</b>	<b>Apr-17</b>	<b>May-17</b>	<b>Jun-17</b>	<b>Total or Weighted Average</b>
<b>CALL CENTER RESPONSIVENESS</b>													
Total Calls Answered	32,562	40,735	34,541	40,143	36,196	36,514	38,881	35,880	42,893	37,937	45,202	39,183	460,667
Abandoned Calls	5,307	1,444	494	379	411	285	740	928	869	671	1,813	3,187	16,528
Total Calls Offered	37,869	42,179	35,035	40,522	36,607	36,799	39,621	36,808	43,762	38,608	47,015	42,370	477,195
<b>% Abandoned Calls</b>	14.01%	3.42%	1.41%	0.94%	1.12%	0.77%	1.87%	2.52%	1.99%	1.74%	3.86%	7.52%	<b>3.46%</b>
Answered in 60 Seconds	21,724	35,737	32,917	38,893	34,704	35,330	34,937	30,555	38,656	34,489	37,028	28,409	403,379
<b>% Calls Answered in 60 Seconds</b>	57.37%	84.73%	93.95%	95.98%	94.80%	96.01%	88.18%	83.01%	88.33%	89.33%	78.76%	67.05%	<b>84.53%</b>
<b>METER READS</b>													
Scheduled Meters	276,243	276,302	276,315	279,383	276,880	282,457	299,485	279,335	281,014	278,658	281,522	278,158	3,365,752
Meters Read	272,548	272,380	272,163	275,384	272,986	278,065	295,734	275,757	277,300	274,875	277,617	273,922	3,318,731
<b>% On-Cycle Meter Reads</b>	98.66%	98.58%	98.50%	98.57%	98.59%	98.45%	98.75%	98.72%	98.68%	98.64%	98.61%	98.48%	<b>98.60%</b>
<b>METER TESTING*</b>													
<= 500 Cfh** (180 month test interval)	192	333	578	1,056	398	371	450	837	1,521	1,830	2,036	1,140	10,742
> 500 Cfh (120 month test interval)	57	41	65	63	23	33	103	139	137	250	203	102	1,216
<b>Total Meters Tested*</b>	249	374	643	1,119	421	404	553	976	1,658	2,080	2,239	1,242	<b>11,958</b>
<b>CUSTOMER REQUESTED TESTS</b>													
Customer Requested Tests	0	2	0	1	0	0	0	0	0	0	0	0	3
Tests Completed in 15 Days	0	2	0	1	0	0	0	0	0	0	0	0	3
<b>% Completed in 15 Days</b>	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	<b>100.0%</b>
<b>SERVICE APPOINTMENTS</b>													
Scheduled Service Appointments	1,411	1,748	2,412	2,960	2,493	2,417	2,190	2,620	3,855	3,165	3,175	3,079	31,525
Completed Service Appointments	1,367	1,652	2,316	2,791	2,324	2,249	2,099	2,515	3,672	3,031	3,034	2,887	29,937
<b>% Service Appointments Met</b>	96.88%	94.51%	96.02%	94.29%	93.22%	93.05%	95.84%	95.99%	95.25%	95.77%	95.56%	93.76%	<b>94.96%</b>
<b>SAFETY</b>													
<b>Leak-Call Response:</b>													
<b>Normal Business Hours:</b>													
- Total Calls	322	453	442	516	515	591	497	362	384	384	437	491	5,394
- Response in 30 Minutes or Less	304	438	412	495	480	564	475	346	377	364	417	467	5,139
<b>% in 30 Minutes or Less</b>	94.41%	96.69%	93.21%	95.93%	93.20%	95.43%	95.57%	95.58%	98.18%	94.79%	95.42%	95.11%	<b>95.27%</b>
<b>After Business Hours***:</b>													
- Total Calls	235	311	269	385	389	534	437	371	391	294	300	294	4,210
- Response in 45 Minutes or Less	228	305	261	372	378	506	421	361	359	289	290	283	4,053
<b>% in 45 Minutes or Less</b>	97.02%	98.07%	97.03%	96.62%	97.17%	94.76%	96.34%	97.30%	91.82%	98.30%	96.67%	96.26%	<b>96.27%</b>

\* 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%

**NATIONAL GRID - GAS OPERATIONS  
REVISED SERVICE QUALITY BENCHMARKS  
FISCAL YEAR 2018**

**Measures**

**Customer Service and Billing:**

	<b>Benchmark (Mean) FY18</b>	<b>Standard Deviation (+/-)</b>	<b>Penalty Threshold</b>
Abandoned Calls	3.68%	2.91%	6.59%
Calls Answer in 60 Seconds	82.40%	10.80%	71.60%
On-Cycle Meter Reads	98.70%	0.17%	98.53%
Meter Testing*	<b><u>CY2017 GOAL</u></b>		
<= 500 Cfh*** (180 month test interval)	28,340		
> 500 Cfh (120 month test interval)	2,910		
Customer Requested Meter Tests	99.60%	5.56%	94.04%
Service Appointments Met	95.00%	1.60%	93.40%

**Safety - Leak Call Response:**

Normal Business Hours-30 min or less	95.28%	1.32%	93.96%
After Business Hours**-45 min or less	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.

\*\*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**

<b>SERVICE QUALITY MEASURES</b>	<b>Jul-14</b>	<b>Aug-14</b>	<b>Sep-14</b>	<b>Oct-14</b>	<b>Nov-14</b>	<b>Dec-14</b>	<b>Jan-15</b>	<b>Feb-15</b>	<b>Mar-15</b>	<b>Apr-15</b>	<b>May-15</b>	<b>Jun-15</b>	<b>Jul-15</b>	<b>Aug-15</b>
<b>CALL CENTER RESPONSIVENESS</b>														
Total Calls Answered	45,728	44,310	51,154	56,766	46,293	42,919	44,490	46,659	59,007	51,852	53,313	53,539	47,802	43,996
Abandoned Calls	862	1,090	6,762	3,951	1,986	2,504	2,916	2,019	1,803	863	723	334	450	1,146
Total Calls Offered	46,590	45,400	57,916	60,717	48,279	45,423	47,406	48,678	60,810	52,715	54,036	53,873	48,252	45,142
<b>% Abandoned Calls</b>	1.85%	2.40%	11.68%	6.51%	4.11%	5.51%	6.15%	4.15%	2.96%	3.83%	4.44%	3.09%	0.93%	2.54%
Answered in 60 Seconds	40,849	38,352	31,811	39,820	37,328	33,459	34,555	37,448	51,726	47,922	50,064	52,074	45,792	38,271
<b>% Calls Answered in 60 Seconds</b>	87.68%	84.48%	54.93%	65.58%	77.32%	73.66%	72.89%	76.93%	85.06%	90.91%	92.65%	96.66%	94.90%	84.78%
<b>METER READS</b>														
Scheduled Meters	272,754	272,912	273,145	273,458	273,962	274,132	274,404	274,620	274,843	274,751	274,741	274,597	274,835	274,808
Meters Read	269,404	269,393	269,559	269,851	270,495	270,582	269,094	270,841	271,297	271,555	271,578	271,425	271,547	270,776
<b>% On-Cycle Meter Reads</b>	98.77%	98.71%	98.69%	98.68%	98.73%	98.71%	98.06%	98.62%	98.71%	98.84%	98.85%	98.84%	98.80%	98.53%
<b>METER TESTING*</b>														
<= 500 Cfh (180 month test interval)	106	70	119	121	158	34	405	199	131	125	191	174	124	142
> 500 Cfh (120 month test interval)	21	11	28	21	19	10	59	60	71	66	64	61	59	78
<b>Total Meters Tested</b>	127	81	147	142	177	44	464	259	202	191	255	235	183	220
Customer Requested Tests	1	4	1	1	1	0	2	0	2	1	3	0	0	2
Tests Completed in 15 Days	1	4	1	1	1	0	2	0	2	1	3	0	0	2
<b>% Completed in 15 Days</b>	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
<b>SERVICE APPOINTMENTS</b>														
Scheduled Service Appointments	2,142	2,101	2,456	2,464	2,666	2,363	2,155	1,356	1,445	1,361	1,500	1,672	1,709	1,562
Completed Service Appointments	2,054	2,000	2,311	2,316	2,383	2,244	2,068	1,281	1,387	1,304	1,428	1,592	1,634	1,456
<b>% Service Appointments Met</b>	95.89%	95.19%	94.10%	93.99%	89.38%	94.96%	95.96%	94.47%	95.99%	95.81%	95.20%	95.22%	95.61%	93.21%
<b>SAFETY</b>														
<b>Leak-Call Response:</b>														
<b>Normal Business Hours:</b>														
- Total Calls	451	420	526	580	497	526	511	649	614	497	384	460	392	372
- Response in 30 Minutes or Less	436	403	500	565	466	491	476	599	593	480	371	438	380	354
<b>% in 30 Minutes or Less</b>	96.67%	95.95%	95.06%	97.41%	93.76%	93.35%	93.15%	92.30%	96.58%	96.58%	96.61%	95.22%	96.94%	95.16%
<b>After Business Hours**:</b>														
- Total Calls	321	340	383	406	576	401	574	879	572	373	355	332	308	370
- Response in 45 Minutes or Less	309	328	370	401	553	382	541	832	551	363	341	325	298	356
<b>% in 45 Minutes or Less</b>	96.26%	96.47%	96.61%	98.77%	96.01%	95.26%	94.25%	94.65%	96.33%	97.32%	96.06%	97.89%	96.75%	96.22%

\*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

SERVICE QUALITY MEASURES	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17	36 Month Average	Standard Deviation	Penalty Threshold	Maximum Penalty			
<b>CALL CENTER RESPONSIVENESS</b>																													
Total Calls Answered	45,864	52,438	38,240	38,341	39,291	41,455	46,218	41,094	40,521	38,276	32,562	40,735	34,541	40,143	36,196	36,514	38,881	35,880	42,893	37,937	45,202	39,183	43,618						
Abandoned Calls	2,075	1,894	1,157	623	1,122	1,105	933	865	3,028	3,233	5,307	1,444	494	379	411	285	740	928	869	671	1,813	3,187	1,666						
Total Calls Offered	47,939	54,332	39,397	38,964	40,413	42,560	47,151	41,959	43,549	41,509	37,869	42,179	35,035	40,522	36,607	36,799	39,621	36,808	43,762	38,608	47,015	42,370	45,283						
% Abandoned Calls	4.33%	3.49%	2.94%	1.60%	2.78%	2.60%	1.98%	2.06%	6.95%	7.79%	14.01%	3.42%	1.41%	0.94%	1.12%	0.77%	1.87%	2.52%	1.99%	1.74%	3.86%	7.52%	3.68%	2.91%	6.59%	9.50%			
Answered in 60 Seconds	37,683	43,882	33,170	35,835	34,058	37,584	41,916	37,378	31,042	27,936	21,724	35,737	32,917	38,893	34,704	35,330	34,937	30,555	38,656	34,489	37,028	28,409	37,315						
% Calls Answered in 60 Seconds	78.61%	80.77%	84.19%	91.97%	84.27%	88.31%	88.90%	89.08%	71.28%	67.30%	57.37%	84.73%	93.95%	95.98%	94.80%	96.01%	88.18%	83.01%	88.33%	89.33%	78.76%	67.05%	82.40%	10.80%	71.60%	60.80%			
<b>METER READS</b>																													
Scheduled Meters	274,786	275,005	275,492	275,870	276,227	278,952	276,430	276,211	277,260	278,137	276,243	276,302	276,315	279,383	276,880	282,457	299,485	279,335	281,014	278,658	281,522	278,158	276,891						
Meters Read	271,308	271,635	272,323	272,678	273,062	276,028	273,566	273,263	273,973	274,643	272,548	272,380	272,163	275,384	272,986	278,065	295,734	275,757	277,300	274,875	277,617	273,922	273,295						
% On-Cycle Meter Reads	98.73%	98.77%	98.85%	98.84%	98.85%	98.95%	98.96%	98.93%	98.81%	98.74%	98.66%	98.58%	98.50%	98.57%	98.59%	98.45%	98.75%	98.72%	98.68%	98.64%	98.61%	98.48%	98.70%	0.17%	98.53%	98.36%			
<b>METER TESTING*</b>																													
<= 500 Cfh (180 month test interval)	195	173	215	114	716	188	424	397	534	334	192	333	578	1,056	398	371	450	837	1,521	1,830	2,036	1,140	5,377						
> 500 Cfh (120 month test interval)	45	65	52	116	71	101	122	94	95	80	57	41	65	63	23	33	103	139	137	250	203	102	895						
Total Meters Tested	240	238	267	230	787	289	546	491	629	414	249	374	643	1,119	421	404	553	976	1,658	2,080	2,239	1,242	6,272						
Customer Requested Tests	1	0	1	1	0	0	0	0	1	0	0	2	0	1	0	0	0	0	0	0	0	0	1						
Tests Completed in 15 Days	1	0	1	1	0	0	0	0	1	0	0	2	0	1	0	0	0	0	0	0	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%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.00%	0.00%	100.00%	100.00%		
<b>SERVICE APPOINTMENTS</b>																													
Scheduled Service Appointments	1,883	2,504	2,230	2,232	1,812	1,512	1,990	1,687	1,652	1,743	1,411	1,748	2,412	2,960	2,493	2,417	2,190	2,620	3,855	3,165	3,175	3,079	2,159						
Completed Service Appointments	1,773	2,342	2,083	2,177	1,758	1,453	1,922	1,649	1,600	1,685	1,367	1,652	2,316	2,791	2,324	2,249	2,099	2,515	3,672	3,031	3,034	2,887	2,051						
% Service Appointments Met	94.16%	93.53%	93.41%	97.54%	97.02%	96.10%	96.58%	97.75%	96.85%	96.67%	96.88%	94.51%	96.02%	94.29%	93.22%	93.05%	95.84%	95.99%	95.25%	95.77%	95.56%	93.76%	95.00%	1.60%	93.40%	91.80%			
<b>SAFETY</b>																													
<b>Leak-Call Response:</b>																													
<b>Normal Business Hours:</b>																													
- Total Calls	405	581	591	515	510	434	398	340	342	365	322	453	442	516	515	591	497	362	384	384	437	491	465						
- Response in 30 Minutes or Less	391	552	561	493	489	408	378	323	331	347	304	438	412	495	480	564	475	346	377	364	417	467	443						
% in 30 Minutes or Less	96.54%	95.01%	94.92%	95.73%	95.88%	94.01%	94.97%	95.00%	96.78%	95.07%	94.41%	96.69%	93.21%	95.93%	93.20%	95.43%	95.57%	95.58%	98.18%	94.79%	95.42%	95.11%	95.28%	1.32%	93.96%	92.64%			
<b>After Business Hours**:</b>																													
- Total Calls	317	530	482	433	519	476	306	292	269	248	235	311	269	385	389	534	437	371	391	294	300	294	396						
- Response in 45 Minutes or Less	308	510	460	417	504	438	299	283	251	243	228	305	261	372	378	506	421	361	359	289	290	283	381						
% in 45 Minutes or Less	97.16%	96.23%	95.44%	96.30%	97.11%	92.02%	97.71%	96.92%	93.31%	97.98%	97.02%	98.07%	97.03%	96.62%	97.17%	94.76%	96.34%	97.30%	91.82%	98.30%	96.67%	96.26%	96.10%	1.56%	94.54%	92.98%			

\*The definition of commercial and residential meter hour (Cfh) are classified as commercial, and meters

\*\*The after business hours benchmarks were modified