

July 30, 2007

**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 2007 Annual Report on Gas Service Quality Plan**

Dear Ms. Massaro:

Enclosed for filing are ten (10) copies of the annual performance results for fiscal year 2007 (“FY07”) for the gas operations of National Grid in Rhode Island (the “Company”) under its Service Quality (“SQ”) Plan as established in the above-captioned docket. This annual report covers the period from July 1, 2006 through June 30, 2007, and establishes updated benchmarks to be used in measuring performance for the period from July 1, 2007 through June 30, 2008.

Attachment 1 provides a summary of the SQ performance for both the fourth quarter and FY07, and Attachment 2 provides month-by-month details for each measure. The Company reports that its fourth quarter and FY07 performance was within one standard deviation of the benchmark for calls answered and on-cycle meter reads, while its performance was better than the benchmarks in all other areas. The benchmark for meter testing is based on a calendar year basis, and the Company exceeded the benchmark for the twelve months ending December 2006. The Company has tested a total of 9,815 meters during the first six months of 2007, and is well on its way to exceeding the goal of 15,000 meter tests for the year.

The Company has updated the performance benchmarks to incorporate the results of the most recent twelve months of data. Attachment 3 summarizes the benchmarks that will be used to measure performance for the period from July 1, 2007 through June 30, 2008, and Attachment 4 provides the Company’s monthly statistics used to calculate the new benchmarks. For customer requested meter tests, please note that the Company 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% would not be reasonable or practical. Accordingly, for only this measure (customer requested meter tests), the Company proposes to use the benchmark from FY07.

Luly E. Massaro, Commission Clerk  
Docket 3476 – Gas Service Quality Report  
July 30, 2007  
Page 2 of 2

Thank you for your attention to this filing. If you have any questions, please feel free to contact me at (401) 784-7667.

Very truly yours,



Laura S. Olton

Enclosures

cc: Docket 3476 Service List

NATIONAL GRID - GAS OPERATIONS  
SERVICE QUALITY PERFORMANCE  
FISCAL YEAR 2007 - FOURTH QUARTER REPORT

<u>SERVICE QUALITY MEASURES</u>	<u>Apr-07</u>	<u>May-07</u>	<u>Jun-07</u>	<u>Total or Weighted Average</u>	<u>Benchmark</u>	<u>Penalty Threshold</u>
<b>CALL CENTER RESPONSIVENESS</b>						
Total Calls Answered	69,537	68,925	57,304	195,766		
Abandoned Calls	5,571	5,154	2,503	13,228		
Total Calls Offered	75,108	74,079	59,807	208,994		
<b>% Abandoned Calls</b>	7.42%	6.96%	4.19%	<b>6.33%</b>	6.34%	9.70%
Answered in 60 Seconds	46,428	47,071	43,693	137,192		
<b>% Calls Answered in 60 Seconds</b>	61.81%	63.54%	73.06%	<b>65.64%</b>	72.38%	61.38%
<b>METER READS</b>						
Scheduled Meters	243,308	234,221	250,112	727,641		
Meters Read	229,190	221,788	233,547	684,525		
<b>% On-Cycle Meter Reads</b>	94.20%	94.69%	93.38%	<b>94.07%</b>	94.24%	93.54%
<b>METER TESTING</b>						
<= 300 Cfh**	1,808	1,838	1,610	5,256		
> 300 Cfh**	117	90	47	254		
<b>Total Meters Tested</b>				<b>5,510</b>	15,000*	
Customer Requested Tests	30	16	15	61		
Tests Completed in 15 Days	30	16	15	61		
<b>% Completed in 15 Days</b>	100.0%	100.0%	100.0%	<b>100.0%</b>	99.63%	97.49%
<b>SERVICE APPOINTMENTS</b>						
Scheduled Service Appointments	5,233	6,467	5,920	17,620		
Completed Service Appointments	5,078	6,311	5,774	17,163		
<b>% Service Appointments Met</b>	97.04%	97.59%	97.53%	<b>97.41%</b>	97.36%	96.52%
<b>SAFETY</b>						
<b>Leak-Call Response:</b>						
<b>Normal Business Hours:</b>						
- Total Calls	369	426	330	1,125		
- Response in 30 Minutes or Less	355	398	319	1,072		
<b>% in 30 Minutes or Less</b>	96.21%	93.43%	96.67%	<b>95.29%</b>	93.09%	91.48%
<b>After Business Hours:</b>						
- Total Calls	372	406	278	1,056		
- Response in 45 Minutes or Less	358	388	265	1,011		
<b>% in 45 Minutes or Less</b>	96.24%	95.57%	95.32%	<b>95.74%</b>	94.16%	92.88%

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

\*\* The definition of commercial and residential meters changed in October 2006. Under the Revised Division 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. Meters reclassified under the revised definition are only counted in the new classification to the extent they were installed after the revised definition took effect, and they will not be scheduled for testing until 15 years from now. Hence, this report still reflects the previous classification in effect at the start of this fiscal year reporting period.

NATIONAL GRID - GAS OPERATIONS  
 SERVICE QUALITY PERFORMANCE  
 FISCAL YEAR 2007 - FOURTH QUARTER REPORT

Service Quality Measures

Customer Service and Billing:

	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)	Projected Penalty (13)
Abandoned Calls	6.34%	3.36%	9.70%	12%	\$150,000	6.33%	0.01%	0.0030	N/A	5.01%	1.33%	0.3958	\$0
Calls Answered in 60 Seconds	72.38%	11.00%	61.38%	12%	\$150,000	65.64%	-6.74%	0.6127	N/A	71.38%	-1.00%	0.0909	\$0
On-Cycle Meter Reads	94.24%	0.70%	93.54%	6%	\$75,000	94.07%	-0.17%	0.2429	N/A	94.18%	-0.06%	0.0857	\$0
Meter Testing <sup>14</sup>	15,000			6%	\$75,000	5,510			N/A	9,815			\$0
Customer Requested Meter Tests	99.63%	2.14%	97.49%	4%	\$50,000	100.00%	0.37%	0.1729	N/A	100.00%	0.37%	0.1729	\$0
Service Appointments Met	97.36%	0.84%	96.52%	12%	\$150,000	97.41%	0.05%	0.0595	N/A	97.54%	0.18%	0.2143	\$0
<u>Safety - Leak Call Response:</u>													
Normal Business Hours-30 min or less	93.09%	1.61%	91.48%	24%	\$300,000	95.29%	2.20%	1.3665	\$0	94.17%	1.08%	0.6708	\$0
After Business Hours-45 min or less	94.16%	1.28%	92.88%	24%	\$300,000	95.74%	1.58%	1.2344	\$0	95.74%	1.58%	1.2344	\$0
				100%	\$1,250,000				\$0				\$0

Notes:

- (1)-(5) Submitted in Annual Service Quality Report filed on 7/28/06.
- (6) Fourth quarter of fiscal year 2007 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 2007.
- (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.

**NATIONAL GRID - GAS OPERATIONS  
SERVICE QUALITY PERFORMANCE  
FISCAL YEAR 2007 - ANNUAL PERFORMANCE DATA**

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

<u>SERVICE QUALITY MEASURES</u>	<u>Jul-06</u>	<u>Aug-06</u>	<u>Sep-06</u>	<u>Oct-06</u>	<u>Nov-06</u>	<u>Dec-06</u>	<u>Jan-07</u>	<u>Feb-07</u>	<u>Mar-07</u>	<u>Apr-07</u>	<u>May-07</u>	<u>Jun-07</u>	<u>Total or Weighted Average</u>
<b>CALL CENTER RESPONSIVENESS</b>													
Total Calls Answered	59,915	60,649	64,159	74,959	58,677	51,647	61,958	54,613	62,680	69,537	68,925	57,304	745,023
Abandoned Calls	1,876	2,824	3,780	5,803	2,596	2,906	1,612	1,706	2,942	5,571	5,154	2,503	39,273
Total Calls Offered	61,791	63,473	67,939	80,762	61,273	54,553	63,570	56,319	65,622	75,108	74,079	59,807	784,296
<b>% Abandoned Calls</b>	3.04%	4.45%	5.56%	7.19%	4.24%	5.33%	2.54%	3.03%	4.48%	7.42%	6.96%	4.19%	<b>5.01%</b>
Answered in 60 Seconds	50,233	46,539	43,991	50,787	45,964	39,709	52,931	44,916	47,582	46,428	47,071	43,693	559,844
<b>% Calls Answered in 60 Seconds</b>	81.30%	73.32%	64.75%	62.88%	75.02%	72.79%	83.26%	79.75%	72.51%	61.81%	63.54%	73.06%	<b>71.38%</b>
<b>METER READS</b>													
Scheduled Meters	246,890	229,751	245,602	242,309	237,151	251,600	241,497	246,244	253,558	243,308	234,221	250,112	2,922,243
Meters Read	232,630	218,380	231,720	227,325	224,440	235,275	227,308	232,127	238,347	229,190	221,788	233,547	2,752,077
<b>% On-Cycle Meter Reads</b>	94.22%	95.05%	94.35%	93.82%	94.64%	93.51%	94.12%	94.27%	94.00%	94.20%	94.69%	93.38%	<b>94.18%</b>
<b>METER TESTING</b>													
<= 300 Cfh	1,557	1,453	1,575	1,105	556	324	1,174	1,082	1,268	1,808	1,838	1,610	15,350
> 300 Cfh	139	184	165	50	46	28	112	219	450	117	90	47	1,647
<b>Total Meters Tested*</b>													<b>16,997</b>
Customer Requested Tests	7	7	4	7	12	9	22	21	45	30	16	15	195
Tests Completed in 15 Days	7	7	4	7	12	9	22	21	45	30	16	15	195
<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	5,785	7,169	6,804	5,651	7,516	4,747	6,523	6,477	5,134	5,233	6,467	5,920	73,426
Completed Service Appointments	5,628	6,973	6,639	5,519	7,388	4,635	6,376	6,312	4,990	5,078	6,311	5,774	71,623
<b>% Service Appointments Met</b>	97.29%	97.27%	97.57%	97.66%	98.30%	97.64%	97.75%	97.45%	97.20%	97.04%	97.59%	97.53%	<b>97.54%</b>
<b>SAFETY</b>													
<b>Leak-Call Response:</b>													
<b>Normal Business Hours:</b>													
- Total Calls	372	467	500	571	607	446	465	516	353	369	426	330	5,422
- Response in 30 Minutes or Less	342	423	460	523	572	432	447	501	334	355	398	319	5,106
<b>% in 30 Minutes or Less</b>	91.94%	90.58%	92.00%	91.59%	94.23%	96.86%	96.13%	97.09%	94.62%	96.21%	93.43%	96.67%	<b>94.17%</b>
<b>After Business Hours:</b>													
- Total Calls	301	338	390	433	508	425	554	529	390	372	406	278	4,924
- Response in 45 Minutes or Less	285	325	370	404	482	407	537	514	379	358	388	265	4,714
<b>% in 45 Minutes or Less</b>	94.68%	96.15%	94.87%	93.30%	94.88%	95.76%	96.93%	97.16%	97.18%	96.24%	95.57%	95.32%	<b>95.74%</b>

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

**NATIONAL GRID - GAS OPERATIONS  
 SERVICE QUALITY BENCHMARKS  
 FISCAL YEAR 2008**

**Measures**

**Customer Service and Billing:**

	<b>Benchmark (Mean) FY08</b>	<b>Standard Deviation (+/-)</b>	<b>Penalty Threshold</b>
Abandoned Calls	5.93%	3.11%	9.04%
Calls Answer in 60 Seconds	72.02%	9.91%	62.11%
On-Cycle Meter Reads	94.34%	0.54%	93.80%
Meter Testing*	15,000		
Customer Requested Meter Tests**	99.63%	2.14%	97.49%
Service Appointments Met	97.46%	0.66%	96.80%

**Safety - Leak Call Response:**

Normal Business Hours-30 min or less	93.19%	1.96%	91.23%
After Business Hours-45 min or less	94.46%	1.40%	93.06%

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

\*\* For customer requested meter tests, the fiscal year 2007 benchmark will be used during fiscal year 2008. The Company completed 100% of the customer requested meter tests in 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% would not be reasonable or practical.

**NATIONAL GRID - GAS OPERATIONS  
SERVICE QUALITY BENCHMARKS**

**SERVICE QUALITY MEASURES**

<b>CALL CENTER RESPONSIVENESS</b>	
Total Calls Answered	
Abandoned Calls	
Total Calls Offered	
% Abandoned Calls	
Answered in 60 Seconds	
% Calls Answered in 60 Seconds	
<b>METER READS</b>	
Scheduled Meters	
Meters Read	
% On-Cycle Meter Reads	
<b>METER TESTING</b>	
<= 300 Cfh	
> 300 Cfh	
Total Meters Tested	
Customer Requested Tests	
Tests Completed in 15 Days	
% Completed in 15 Days	
<b>SERVICE APPOINTMENTS</b>	
Scheduled Service Appointments	
Completed Service Appointments	
% Service Appointments Met	
<b>SAFETY</b>	
<b>Leak-Call Response:</b>	
<b>Normal Business Hours:</b>	
- Total Calls	
- Response in 30 Minutes or Less	
% in 30 Minutes or Less	
<b>After Business Hours:</b>	
- Total Calls	
- Response in 45 Minutes or Less	
% in 45 Minutes or Less	

	<u>Jul-04</u>	<u>Aug-04</u>	<u>Sep-04</u>	<u>Oct-04</u>	<u>Nov-04</u>	<u>Dec-04</u>	<u>Jan-05</u>	<u>Feb-05</u>	<u>Mar-05</u>	<u>Apr-05</u>	<u>May-05</u>	<u>Jun-05</u>	<u>Jul-05</u>	<u>Aug-05</u>	<u>Sep-05</u>
Total Calls Answered	55,245	56,172	59,727	63,530	55,868	51,265	60,293	59,736	70,140	66,517	65,715	62,464	54,944	60,195	61,464
Abandoned Calls	3,077	3,655	6,649	10,281	3,607	1,866	2,595	2,371	2,249	4,612	7,403	4,923	4,628	4,415	5,499
Total Calls Offered	58,322	59,827	66,376	73,811	59,475	53,131	62,888	62,107	72,389	71,129	73,118	67,387	59,572	64,610	66,963
% Abandoned Calls	5.28%	6.11%	10.02%	13.93%	6.06%	3.51%	4.13%	3.82%	3.11%	6.48%	10.12%	7.31%	7.77%	6.83%	8.21%
Answered in 60 Seconds	43,054	41,857	38,076	36,215	44,071	44,117	50,345	48,476	60,473	50,087	44,688	45,396	39,689	43,039	42,105
% Calls Answered in 60 Seconds	73.82%	69.96%	57.36%	49.06%	74.10%	83.03%	80.06%	78.05%	83.54%	70.42%	61.12%	67.37%	66.62%	66.61%	62.88%
Scheduled Meters	242,036	231,172	231,532	246,642	227,274	229,040	237,665	227,608	231,337	245,546	232,018	230,244	248,887	232,783	234,150
Meters Read	227,328	217,698	217,851	229,899	214,661	216,779	223,743	215,367	218,934	229,844	219,242	217,601	232,404	220,002	220,348
% On-Cycle Meter Reads	93.92%	94.17%	94.09%	93.21%	94.45%	94.65%	94.14%	94.62%	94.64%	93.61%	94.49%	94.51%	93.38%	94.51%	94.11%
<= 300 Cfh	1,741	1,833	1,879	1,453	981	830	1,380	1,508	2,165	1,878	1,617	1,827	1,460	1,619	1,505
> 300 Cfh	112	132	140	99	72	68	95	120	139	159	143	201	134	168	102
Customer Requested Tests	9	11	13	7	5	12	18	31	19	10	4	8	7	8	10
Tests Completed in 15 Days	9	11	13	7	5	12	18	31	19	10	4	8	7	8	10
% 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%
Scheduled Service Appointments	8,210	6,912	7,463	9,855	6,836	7,135	5,679	5,990	6,369	8,294	7,075	6,114	5,756	6,607	10,140
Completed Service Appointments	8,029	6,677	7,255	9,518	6,606	6,907	5,506	5,872	6,261	8,134	6,966	5,992	5,654	6,374	9,820
% Service Appointments Met	97.80%	96.60%	97.21%	96.58%	96.64%	96.80%	96.95%	98.03%	98.30%	98.07%	98.46%	98.00%	98.23%	96.47%	96.84%
- Total Calls	533	382	438	892	708	810	766	582	504	570	511	480	361	408	507
- Response in 30 Minutes or Less	496	352	404	825	671	749	715	535	476	528	471	449	342	370	477
% in 30 Minutes or Less	93.06%	92.15%	92.24%	92.49%	94.77%	92.47%	93.34%	91.92%	94.44%	92.63%	92.17%	93.54%	94.74%	90.69%	94.08%
- Total Calls	379	337	364	710	627	697	600	526	475	501	376	326	260	267	471
- Response in 45 Minutes or Less	353	317	342	670	585	649	558	492	453	477	353	312	248	244	445
% in 45 Minutes or Less	93.14%	94.07%	93.96%	94.37%	93.30%	93.11%	93.00%	93.54%	95.37%	95.21%	93.88%	95.71%	95.38%	91.39%	94.48%

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

NATIONAL GRID - GAS OPERATIONS  
SERVICE QUALITY BENCHMARKS

**SERVICE QUALITY MEASURES**

<b>CALL CENTER RESPONSIVENESS</b>	
Total Calls Answered	
Abandoned Calls	
Total Calls Offered	
% Abandoned Calls	
Answered in 60 Seconds	
% Calls Answered in 60 Seconds	
<b>METER READS</b>	
Scheduled Meters	
Meters Read	
% On-Cycle Meter Reads	
<b>METER TESTING</b>	
<= 300 Cfh	
> 300 Cfh	
Total Meters Tested	
Customer Requested Tests	
Tests Completed in 15 Days	
% Completed in 15 Days	
<b>SERVICE APPOINTMENTS</b>	
Scheduled Service Appointments	
Completed Service Appointments	
% Service Appointments Met	
<b>SAFETY</b>	
<b>Leak-Call Response:</b>	
<b>Normal Business Hours:</b>	
- Total Calls	
- Response in 30 Minutes or Less	
% in 30 Minutes or Less	
<b>After Business Hours:</b>	
- Total Calls	
- Response in 45 Minutes or Less	
% in 45 Minutes or Less	

	<u>Oct-05</u>	<u>Nov-05</u>	<u>Dec-05</u>	<u>Jan-06</u>	<u>Feb-06</u>	<u>Mar-06</u>	<u>Apr-06</u>	<u>May-06</u>	<u>Jun-06</u>	<u>Jul-06</u>	<u>Aug-06</u>	<u>Sep-06</u>	<u>Oct-06</u>	<u>Nov-06</u>	<u>Dec-06</u>
Total Calls Answered	68,058	60,617	61,771	68,854	62,729	73,414	82,710	74,311	75,305	59,915	60,649	64,159	74,959	58,677	51,647
Abandoned Calls	13,610	3,041	2,415	2,213	1,937	1,821	5,081	1,735	4,467	1,876	2,824	3,780	5,803	2,596	2,906
Total Calls Offered	81,668	63,658	64,186	71,067	64,666	75,235	87,791	76,046	79,772	61,791	63,473	67,939	80,762	61,273	54,553
% Abandoned Calls	16.67%	4.78%	3.76%	3.11%	3.00%	2.42%	5.79%	2.28%	5.60%	3.04%	4.45%	5.56%	7.19%	4.24%	5.33%
Answered in 60 Seconds	42,257	47,919	51,332	59,980	56,809	68,445	64,253	65,311	54,784	50,233	46,539	43,991	50,787	45,964	39,709
% Calls Answered in 60 Seconds	51.74%	75.28%	79.97%	84.40%	87.85%	90.97%	73.19%	85.88%	68.68%	81.30%	73.32%	64.75%	62.88%	75.02%	72.79%
Scheduled Meters	244,351	229,310	245,774	239,082	238,452	230,956	243,610	241,116	238,413	246,890	229,751	245,602	242,309	237,151	251,600
Meters Read	230,022	218,666	231,757	227,030	226,702	220,540	231,200	228,377	226,109	232,630	218,380	231,720	227,325	224,440	235,275
% On-Cycle Meter Reads	94.14%	95.36%	94.30%	94.96%	95.07%	95.49%	94.91%	94.72%	94.84%	94.22%	95.05%	94.35%	93.82%	94.64%	93.51%
<= 300 Cfh	995	755	223	1,357	1,485	1,683	1,301	1,183	1,290	1,557	1,453	1,575	1,105	556	324
> 300 Cfh	50	54	22	130	129	152	140	120	229	139	184	165	50	46	28
Customer Requested Tests	7	5	0	29	28	25	22	9	13	7	7	4	7	12	9
Tests Completed in 15 Days	7	5	0	29	28	25	22	9	13	7	7	4	7	12	9
% 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%
Scheduled Service Appointments	8,425	7,611	7,463	5,333	5,669	7,822	5,823	6,120	7,165	5,785	7,169	6,804	5,651	7,516	4,747
Completed Service Appointments	8,167	7,364	7,197	5,179	5,583	7,711	5,759	5,970	6,988	5,628	6,973	6,639	5,519	7,388	4,635
% Service Appointments Met	96.94%	96.75%	96.44%	97.11%	98.48%	98.58%	98.90%	97.55%	97.53%	97.29%	97.27%	97.57%	97.66%	98.30%	97.64%
- Total Calls	587	621	763	579	434	632	397	386	466	372	467	500	571	607	446
- Response in 30 Minutes or Less	552	596	697	516	397	593	367	356	422	342	423	460	523	572	432
% in 30 Minutes or Less	94.04%	95.97%	91.35%	89.12%	91.47%	93.83%	92.44%	92.23%	90.56%	91.94%	90.58%	92.00%	91.59%	94.23%	96.86%
- Total Calls	574	613	681	512	413	485	341	312	317	301	338	390	433	508	425
- Response in 45 Minutes or Less	544	576	636	470	394	454	318	297	295	285	325	370	404	482	407
% in 45 Minutes or Less	94.77%	93.96%	93.39%	91.80%	95.40%	93.61%	93.26%	95.19%	93.06%	94.68%	96.15%	94.87%	93.30%	94.88%	95.76%

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



NATIONAL GRID - GAS OPERATIONS  
SERVICE QUALITY BENCHMARKS

SERVICE QUALITY MEASURES	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	36 Month	Standard	Penalty	Maximum
							Weighted			
							Average	Deviation	Threshold	Penalty
<b>CALL CENTER RESPONSIVENESS</b>										
Total Calls Answered	61,958	54,613	62,680	69,537	68,925	57,304	63,224			
Abandoned Calls	1,612	1,706	2,942	5,571	5,154	2,503	3,984			
Total Calls Offered	63,570	56,319	65,622	75,108	74,079	59,807	67,208			
% Abandoned Calls	2.54%	3.03%	4.48%	7.42%	6.96%	4.19%	5.93%	3.11%	9.04%	12.15%
Answered in 60 Seconds	52,931	44,916	47,582	46,428	47,071	43,693	48,406			
% Calls Answered in 60 Seconds	83.26%	79.75%	72.51%	61.81%	63.54%	73.06%	72.02%	9.91%	62.11%	52.20%
<b>METER READS</b>										
Scheduled Meters	241,497	246,244	253,558	243,308	234,221	250,112	238,923			
Meters Read	227,308	232,127	238,347	229,190	221,788	233,547	225,394			
% On-Cycle Meter Reads	94.12%	94.27%	94.00%	94.20%	94.69%	93.38%	94.34%	0.54%	93.80%	93.26%
<b>METER TESTING</b>										
<= 300 Cfh	1,174	1,082	1,268	1,808	1,838	1,610	16,433			
> 300 Cfh	112	219	450	117	90	47	1,519			
Total Meters Tested							17,952		15,000*	
Customer Requested Tests	22	21	45	30	16	15	14			
Tests Completed in 15 Days	22	21	45	30	16	15	14			
% Completed in 15 Days	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	0.00%	100.00%	100.00%
<b>SERVICE APPOINTMENTS</b>										
Scheduled Service Appointments	6,523	6,477	5,134	5,233	6,467	5,920	6,758			
Completed Service Appointments	6,376	6,312	4,990	5,078	6,311	5,774	6,586			
% Service Appointments Met	97.75%	97.45%	97.20%	97.04%	97.59%	97.53%	97.46%	0.66%	96.80%	96.14%
<b>SAFETY</b>										
<b>Leak-Call Response:</b>										
<b>Normal Business Hours:</b>										
- Total Calls	465	516	353	369	426	330	521			
- Response in 30 Minutes or Less	447	501	334	355	398	319	485			
% in 30 Minutes or Less	96.13%	97.09%	94.62%	96.21%	93.43%	96.67%	93.19%	1.96%	91.23%	89.27%
<b>After Business Hours:</b>										
- Total Calls	554	529	390	372	406	278	447			
- Response in 45 Minutes or Less	537	514	379	358	388	265	422			
% in 45 Minutes or Less	96.93%	97.16%	97.18%	96.24%	95.57%	95.32%	94.46%	1.40%	93.06%	91.66%

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

Certificate of Service

I hereby certify that a copy of the cover letter and / or any materials accompanying this certificate has been mailed or hand-delivered to the individuals listed below.



Joanne M. Scanlon

July 30, 2007

Date

**Docket No. 3476 – National Grid - Service Quality Proposal**  
**Service list updated on 10/20/06**

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