

July 31, 2008

**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 2008 Annual Report on Service Quality Plan**

Dear Ms. Massaro:

Enclosed for filing are ten (10) copies of the annual performance results for fiscal year 2008 (“FY08”) 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, 2007 through June 30, 2008, and establishes updated benchmarks to be used in measuring performance for the period from July 1, 2008 through June 30, 2009.

Attachment 1 provides a summary of the SQ performance for both the fourth quarter and FY08, and Attachment 2 provides month-by-month details for each measure. As shown on Page 2 of Attachment 1, the Company reports that during the fourth quarter, performance was within one standard deviation of the benchmark for abandoned calls, calls answered and on-cycle meter reads. During FY08, performance was within one standard deviation of the benchmark for abandoned calls, calls answered and service appointments met. During these two periods, 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 2007. The Company has tested a total of 10,268 meters during the first six months of 2008, 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, 2008 through June 30, 2009, and Attachment 4 provides the Company’s monthly statistics used to calculate the new benchmarks based on the 36 most recent months of data. 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% and a standard deviation of zero would not be reasonable or practical. Accordingly, for only this measure (customer requested meter tests), the Company proposes to continue using the benchmark from FY07.

Luly E. Massaro, Commission Clerk  
Docket 3476 – Service Quality Report  
July 31, 2008  
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,

A handwritten signature in blue ink, appearing to read "T. Teehan". The signature is fluid and cursive, with a large initial "T" and a stylized "Teehan" following.

Thomas R. Teehan

Enclosures

cc: Docket 3476 Service List

Certificate of Service

I hereby certify that a copy of the cover letter and / or any materials accompanying this certificate was electronically mailed, sent via U. S. Mail or hand-delivered to the individuals listed below.



\_\_\_\_\_  
Joanne M. Scanlon

July 31, 2008

Date

**Docket No. 3476 – National Grid - Service Quality Proposal**  
**Service list updated on 7/31/2008**

<b>Name/Address</b>	<b>E-mail Distribution List</b>	<b>Phone/FAX</b>
Thomas R. Teehan, Esq. National Grid 280 Melrose St. Providence, RI 02907	<a href="mailto:thomas.teehnan@us.ngrid.com">thomas.teehnan@us.ngrid.com</a>	401-784-7667 401-784-4321
	<a href="mailto:Joanne.scanlon@us.ngrid.com">Joanne.scanlon@us.ngrid.com</a>	
Peter Czekanski National Grid 280 Melrose Street Providence, RI 02903	<a href="mailto:Peter.Czekanski@us.ngrid.com">Peter.Czekanski@us.ngrid.com</a>	401-784-7501
Paul Roberti, Esq. Dept. of Attorney General 150 South Main St. Providence, RI 02903	<a href="mailto:Proberti@riag.ri.gov">Proberti@riag.ri.gov</a>	401-222-2424 401-222-3016
	<a href="mailto:Jlanni@ripuc.state.ri.us">Jlanni@ripuc.state.ri.us</a>	
	<a href="mailto:Sscialabba@ripuc.state.ri.us">Sscialabba@ripuc.state.ri.us</a>	
	<a href="mailto:kzelano@riag.ri.gov">kzelano@riag.ri.gov</a>	
Richard M. Peirce, Esq. Roberts, Carroll, Feldstein & Peirce 10 Weybosset St. Providence, RI 02903	<a href="mailto:Rpeirce@rcfp.com">Rpeirce@rcfp.com</a>	401-521-7000 401-521-1328
<b>Original &amp; nine (9) copies file w/:</b> Luly E. Massaro, Commission Clerk Public Utilities Commission 89 Jefferson Blvd. Warwick, RI 02889	<a href="mailto:Lmassaro@puc.state.ri.us">Lmassaro@puc.state.ri.us</a>	401-941-4500 401-941-8827
	<a href="mailto:Tmassaro@puc.state.ri.us">Tmassaro@puc.state.ri.us</a>	
	<a href="mailto:plucarelli@puc.state.ri.us">plucarelli@puc.state.ri.us</a>	

NATIONAL GRID - GAS OPERATIONS  
SERVICE QUALITY PERFORMANCE  
FISCAL YEAR 2008 - FOURTH QUARTER REPORT

<u>SERVICE QUALITY MEASURES</u>	<u>Apr-08</u>	<u>May-08</u>	<u>Jun-08</u>	<u>Total or Weighted Average</u>	<u>FY 2008 Benchmark</u>	<u>FY 2008 Penalty Threshold</u>
<b>CALL CENTER RESPONSIVENESS</b>						
Total Calls Answered	73,484	71,197	63,112	207,793		
Abandoned Calls	10,429	4,786	4,161	19,376		
Total Calls Offered	83,913	75,983	67,273	227,169		
<b>% Abandoned Calls</b>	12.43%	6.30%	6.19%	<b>8.53%</b>	5.93%	9.04%
Answered in 60 Seconds	46,441	50,010	50,607	147,058		
<b>% Calls Answered in 60 Seconds</b>	55.34%	65.82%	75.23%	<b>64.74%</b>	72.02%	62.11%
<b>METER READS</b>						
Scheduled Meters	240,057	248,064	245,931	734,052		
Meters Read	227,045	232,989	231,158	691,192		
<b>% On-Cycle Meter Reads</b>	94.58%	93.92%	93.99%	<b>94.16%</b>	94.34%	93.80%
<b>METER TESTING</b>						
<= 300 Cfh**	1,943	1,872	1,835	5,650		
> 300 Cfh**	180	267	189	636		
<b>Total Meters Tested</b>				<b>6,286</b>	15,000*	
Customer Requested Tests	8	5	6	19		
Tests Completed in 15 Days	8	5	6	19		
<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	5,707	5,996	6,154	17,857		
Completed Service Appointments	5,547	5,867	6,044	17,458		
<b>% Service Appointments Met</b>	97.20%	97.85%	98.21%	<b>97.77%</b>	97.46%	96.80%
<b>SAFETY</b>						
<b>Leak-Call Response:</b>						
<b>Normal Business Hours:</b>						
- Total Calls	375	405	391	1,171		
- Response in 30 Minutes or Less	364	390	374	1,128		
<b>% in 30 Minutes or Less</b>	97.07%	96.30%	95.65%	<b>96.33%</b>	93.19%	91.23%
<b>After Business Hours:</b>						
- Total Calls	381	330	370	1,081		
- Response in 45 Minutes or Less	363	316	352	1,031		
<b>% in 45 Minutes or Less</b>	95.28%	95.76%	95.14%	<b>95.37%</b>	94.46%	93.06%

\* 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 2008 - 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	5.93%	3.11%	9.04%	12%	\$150,000	8.53%	-2.60%	0.8358	N/A	6.24%	-0.31%	0.0981	\$0
Calls Answered in 60 Seconds	72.02%	9.91%	62.11%	12%	\$150,000	64.74%	-7.28%	0.7351	N/A	70.59%	-1.43%	0.1439	\$0
On-Cycle Meter Reads	94.34%	0.54%	93.80%	6%	\$75,000	94.16%	-0.18%	0.3312	N/A	94.43%	0.09%	0.1605	\$0
Meter Testing <sup>14</sup>	15,000			6%	\$75,000	6,286			N/A	10,268			\$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	97.46%	0.66%	96.80%	12%	\$150,000	97.77%	0.31%	0.4630	N/A	97.30%	-0.16%	0.2350	\$0
Safety - Leak Call Response:													
Normal Business Hours-30 min or less	93.19%	1.96%	91.23%	24%	\$300,000	96.33%	3.14%	1.6010	\$0	94.43%	1.24%	0.6305	\$0
After Business Hours-45 min or less	94.46%	1.40%	93.06%	24%	\$300,000	95.37%	0.91%	0.6533	\$0	95.74%	1.28%	0.9112	\$0
				100%	\$1,250,000				\$0				\$0

- Notes:**
- (1)-(5) Submitted in Annual Service Quality Report filed on 7/30/07 (see Attachment 3, Cols. (1) - (3) for FY08 Benchmark, Standard Deviation and Penalty Threshold data).
  - (6) Fourth quarter of fiscal year 2008 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 2008 (i.e., July '07 - June '08) 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 FY08 Report reflects activity between January '08 - June '08.

**NATIONAL GRID - GAS OPERATIONS  
SERVICE QUALITY PERFORMANCE  
FISCAL YEAR 2008 - ANNUAL PERFORMANCE DATA**

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

<b>SERVICE QUALITY MEASURES</b>	<b>Jul-07</b>	<b>Aug-07</b>	<b>Sep-07</b>	<b>Oct-07</b>	<b>Nov-07</b>	<b>Dec-07</b>	<b>Jan-08</b>	<b>Feb-08</b>	<b>Mar-08</b>	<b>Apr-08</b>	<b>May-08</b>	<b>Jun-08</b>	<b>Total or Weighted Average</b>
<b>CALL CENTER RESPONSIVENESS</b>													
Total Calls Answered	54,541	57,712	55,917	70,090	59,956	49,152	65,594	62,681	66,146	73,484	71,197	63,112	749,582
Abandoned Calls	3,115	2,843	2,284	5,275	2,041	1,293	2,146	4,607	6,865	10,429	4,786	4,161	49,845
Total Calls Offered	57,656	60,555	58,201	75,365	61,997	50,445	67,740	67,288	73,011	83,913	75,983	67,273	799,427
<b>% Abandoned Calls</b>	5.40%	4.69%	3.92%	7.00%	3.29%	2.56%	3.17%	6.85%	9.40%	12.43%	6.30%	6.19%	<b>6.24%</b>
Answered in 60 Seconds	38,310	45,347	46,689	51,298	49,604	42,835	54,520	44,657	44,031	46,441	50,010	50,607	564,349
<b>% Calls Answered in 60 Seconds</b>	66.45%	74.89%	80.22%	68.07%	80.01%	84.91%	80.48%	66.37%	60.31%	55.34%	65.82%	75.23%	<b>70.59%</b>
<b>METER READS</b>													
Scheduled Meters	237,165	222,809	251,449	238,516	238,274	240,995	248,011	244,019	244,104	240,057	248,064	245,931	2,899,394
Meters Read	224,469	210,923	235,981	225,879	226,176	227,559	234,270	230,726	230,626	227,045	232,989	231,158	2,737,801
<b>% On-Cycle Meter Reads</b>	94.65%	94.67%	93.85%	94.70%	94.92%	94.42%	94.46%	94.55%	94.48%	94.58%	93.92%	93.99%	<b>94.43%</b>
<b>METER TESTING</b>													
<= 300 Cfh	1,337	1,291	1,366	1,385	1,103	805	935	1,179	1,393	1,943	1,872	1,835	16,444
> 300 Cfh	51	95	49	27	34	32	104	106	265	180	267	189	1,399
<b>Total Meters Tested*</b>													<b>17,843</b>
Customer Requested Tests	8	5	8	14	4	9	18	22	11	8	5	6	118
Tests Completed in 15 Days	8	5	8	14	4	9	18	22	11	8	5	6	118
<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	4,885	6,018	5,234	6,357	6,417	4,370	4,199	4,400	5,678	5,707	5,996	6,154	65,415
Completed Service Appointments	4,739	5,861	5,110	6,182	6,048	4,287	4,130	4,285	5,552	5,547	5,867	6,044	63,652
<b>% Service Appointments Met</b>	97.01%	97.39%	97.63%	97.25%	94.25%	98.10%	98.36%	97.39%	97.78%	97.20%	97.85%	98.21%	<b>97.30%</b>
<b>SAFETY</b>													
<b>Leak-Call Response:</b>													
<b>Normal Business Hours:</b>													
- Total Calls	305	348	430	565	531	471	508	391	357	375	405	391	5,077
- Response in 30 Minutes or Less	282	327	399	525	502	434	483	372	342	364	390	374	4,794
<b>% in 30 Minutes or Less</b>	92.46%	93.97%	92.79%	92.92%	94.54%	92.14%	95.08%	95.14%	95.80%	97.07%	96.30%	95.65%	<b>94.43%</b>
<b>After Business Hours:</b>													
- Total Calls	225	295	293	487	537	548	497	394	380	381	330	370	4,737
- Response in 45 Minutes or Less	215	284	280	462	518	513	485	372	375	363	316	352	4,535
<b>% in 45 Minutes or Less</b>	95.56%	96.27%	95.56%	94.87%	96.46%	93.61%	97.59%	94.42%	98.68%	95.28%	95.76%	95.14%	<b>95.74%</b>

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

**NATIONAL GRID - GAS OPERATIONS  
SERVICE QUALITY BENCHMARKS  
FISCAL YEAR 2009**

**Measures**

**Customer Service and Billing:**

	<b>Benchmark (Mean) FY09</b>	<b>Standard Deviation (+/-)</b>	<b>Penalty Threshold</b>
Abandoned Calls	5.74%	2.93%	8.67%
Calls Answer in 60 Seconds	72.17%	9.41%	62.76%
On-Cycle Meter Reads	94.41%	0.51%	93.90%
Meter Testing*	15,000		
Customer Requested Meter Tests**	99.63%	2.14%	97.49%
Service Appointments Met	97.43%	0.80%	96.63%

**Safety - Leak Call Response:**

Normal Business Hours-30 min or less	93.66%	2.14%	91.52%
After Business Hours-45 min or less	95.06%	1.55%	93.51%

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

\*\* For customer requested meter tests, the fiscal year 2007 benchmark and standard deviation will be used during fiscal year 2009. 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% and a standard deviation of 0% would not be reasonable or practical.

NATIONAL GRID - GAS OPERATIONS  
SERVICE QUALITY BENCHMARKS

**SERVICE QUALITY MEASURES**

**CALL CENTER RESPONSIVENESS**

	<u>Jul-05</u>	<u>Aug-05</u>	<u>Sep-05</u>	<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>
Total Calls Answered	54,944	60,195	61,464	68,058	60,617	61,771	68,854	62,729	73,414	82,710	74,311	75,305	59,915	60,649	64,159
Abandoned Calls	4,628	4,415	5,499	13,610	3,041	2,415	2,213	1,937	1,821	5,081	1,735	4,467	1,876	2,824	3,780
Total Calls Offered	59,572	64,610	66,963	81,668	63,658	64,186	71,067	64,666	75,235	87,791	76,046	79,772	61,791	63,473	67,939
<b>% Abandoned Calls</b>	7.77%	6.83%	8.21%	16.67%	4.78%	3.76%	3.11%	3.00%	2.42%	5.79%	2.28%	5.60%	3.04%	4.45%	5.56%
Answered in 60 Seconds	39,689	43,039	42,105	42,257	47,919	51,332	59,980	56,809	68,445	64,253	65,311	54,784	50,233	46,539	43,991
<b>% Calls Answered in 60 Seconds</b>	66.62%	66.61%	62.88%	51.74%	75.28%	79.97%	84.40%	87.85%	90.97%	73.19%	85.88%	68.68%	81.30%	73.32%	64.75%

**METER READS**

Scheduled Meters	248,887	232,783	234,150	244,351	229,310	245,774	239,082	238,452	230,956	243,610	241,116	238,413	246,890	229,751	245,602
Meters Read	232,404	220,002	220,348	230,022	218,666	231,757	227,030	226,702	220,540	231,200	228,377	226,109	232,630	218,380	231,720
<b>% On-Cycle Meter Reads</b>	93.38%	94.51%	94.11%	94.14%	95.36%	94.30%	94.96%	95.07%	95.49%	94.91%	94.72%	94.84%	94.22%	95.05%	94.35%

**METER TESTING**

<= 300 Cfh	1,460	1,619	1,505	995	755	223	1,357	1,485	1,683	1,301	1,183	1,290	1,557	1,453	1,575
> 300 Cfh	134	168	102	50	54	22	130	129	152	140	120	229	139	184	165
<b>Total Meters Tested</b>															
Customer Requested Tests	7	8	10	7	5	0	29	28	25	22	9	13	7	7	4
Tests Completed in 15 Days	7	8	10	7	5	0	29	28	25	22	9	13	7	7	4
<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%

**SERVICE APPOINTMENTS**

Scheduled Service Appointments	5,756	6,607	10,140	8,425	7,611	7,463	5,333	5,669	7,822	5,823	6,120	7,165	5,785	7,169	6,804
Completed Service Appointments	5,654	6,374	9,820	8,167	7,364	7,197	5,179	5,583	7,711	5,759	5,970	6,988	5,628	6,973	6,639
<b>% Service Appointments Met</b>	98.23%	96.47%	96.84%	96.94%	96.75%	96.44%	97.11%	98.48%	98.58%	98.90%	97.55%	97.53%	97.29%	97.27%	97.57%

**SAFETY**

<b>Leak-Call Response:</b>															
<b>Normal Business Hours:</b>															
- Total Calls	361	408	507	587	621	763	579	434	632	397	386	466	372	467	500
- Response in 30 Minutes or Less	342	370	477	552	596	697	516	397	593	367	356	422	342	423	460
<b>% in 30 Minutes or Less</b>	94.74%	90.69%	94.08%	94.04%	95.97%	91.35%	89.12%	91.47%	93.83%	92.44%	92.23%	90.56%	91.94%	90.58%	92.00%
<b>After Business Hours:</b>															
- Total Calls	260	267	471	574	613	681	512	413	485	341	312	317	301	338	390
- Response in 45 Minutes or Less	248	244	445	544	576	636	470	394	454	318	297	295	285	325	370
<b>% in 45 Minutes or Less</b>	95.38%	91.39%	94.48%	94.77%	93.96%	93.39%	91.80%	95.40%	93.61%	93.26%	95.19%	93.06%	94.68%	96.15%	94.87%

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



NATIONAL GRID - GAS OPERATIONS  
SERVICE QUALITY BENCHMARKS

**SERVICE QUALITY MEASURES**

**CALL CENTER RESPONSIVENESS**

	<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>Jul-07</u>	<u>Aug-07</u>	<u>Sep-07</u>	<u>Oct-07</u>	<u>Nov-07</u>	<u>Dec-07</u>
Total Calls Answered	74,959	58,677	51,647	61,958	54,613	62,680	69,537	68,925	57,304	54,541	57,712	55,917	70,090	59,956	49,152
Abandoned Calls	5,803	2,596	2,906	1,612	1,706	2,942	5,571	5,154	2,503	3,115	2,843	2,284	5,275	2,041	1,293
Total Calls Offered	80,762	61,273	54,553	63,570	56,319	65,622	75,108	74,079	59,807	57,656	60,555	58,201	75,365	61,997	50,445
<b>% Abandoned Calls</b>	7.19%	4.24%	5.33%	2.54%	3.03%	4.48%	7.42%	6.96%	4.19%	5.40%	4.69%	3.92%	7.00%	3.29%	2.56%
Answered in 60 Seconds	50,787	45,964	39,709	52,931	44,916	47,582	46,428	47,071	43,693	38,310	45,347	46,689	51,298	49,604	42,835
<b>% Calls Answered in 60 Seconds</b>	62.88%	75.02%	72.79%	83.26%	79.75%	72.51%	61.81%	63.54%	73.06%	66.45%	74.89%	80.22%	68.07%	80.01%	84.91%

**METER READS**

Scheduled Meters	242,309	237,151	251,600	241,497	246,244	253,558	243,308	234,221	250,112	237,165	222,809	251,449	238,516	238,274	240,995
Meters Read	227,325	224,440	235,275	227,308	232,127	238,347	229,190	221,788	233,547	224,469	210,923	235,981	225,879	226,176	227,559
<b>% On-Cycle Meter Reads</b>	93.82%	94.64%	93.51%	94.12%	94.27%	94.00%	94.20%	94.69%	93.38%	94.65%	94.67%	93.85%	94.70%	94.92%	94.42%

**METER TESTING**

<= 300 Cfh	1,105	556	324	1,174	1,082	1,268	1,808	1,838	1,610	1,337	1,291	1,366	1,385	1,103	805
> 300 Cfh	50	46	28	112	219	450	117	90	47	51	95	49	27	34	32
<b>Total Meters Tested</b>															
Customer Requested Tests	7	12	9	22	21	45	30	16	15	8	5	8	14	4	9
Tests Completed in 15 Days	7	12	9	22	21	45	30	16	15	8	5	8	14	4	9
<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%	100.0%

**SERVICE APPOINTMENTS**

Scheduled Service Appointments	5,651	7,516	4,747	6,523	6,477	5,134	5,233	6,467	5,920	4,885	6,018	5,234	6,357	6,417	4,370
Completed Service Appointments	5,519	7,388	4,635	6,376	6,312	4,990	5,078	6,311	5,774	4,739	5,861	5,110	6,182	6,048	4,287
<b>% Service Appointments Met</b>	97.66%	98.30%	97.64%	97.75%	97.45%	97.20%	97.04%	97.59%	97.53%	97.01%	97.39%	97.63%	97.25%	94.25%	98.10%

**SAFETY**

<b>Leak-Call Response:</b>															
<b>Normal Business Hours:</b>															
- Total Calls	571	607	446	465	516	353	369	426	330	305	348	430	565	531	471
- Response in 30 Minutes or Less	523	572	432	447	501	334	355	398	319	282	327	399	525	502	434
<b>% in 30 Minutes or Less</b>	91.59%	94.23%	96.86%	96.13%	97.09%	94.62%	96.21%	93.43%	96.67%	92.46%	93.97%	92.79%	92.92%	94.54%	92.14%
<b>After Business Hours:</b>															
- Total Calls	433	508	425	554	529	390	372	406	278	225	295	293	487	537	548
- Response in 45 Minutes or Less	404	482	407	537	514	379	358	388	265	215	284	280	462	518	513
<b>% in 45 Minutes or Less</b>	93.30%	94.88%	95.76%	96.93%	97.16%	97.18%	96.24%	95.57%	95.32%	95.56%	96.27%	95.56%	94.87%	96.46%	93.61%

\* The meter testing measure is compiled on a calendar

NATIONAL GRID - GAS OPERATIONS  
SERVICE QUALITY BENCHMARKS

<u>SERVICE QUALITY MEASURES</u>	<u>Jan-08</u>	<u>Feb-08</u>	<u>Mar-08</u>	<u>Apr-08</u>	<u>May-08</u>	<u>Jun-08</u>	<u>36 Month Average</u>	<u>Standard Deviation</u>	<u>Penalty Threshold</u>	<u>Maximum Penalty</u>
<b>CALL CENTER RESPONSIVENESS</b>										
Total Calls Answered	65,594	62,681	66,146	73,484	71,197	63,112	63,860			
Abandoned Calls	2,146	4,607	6,865	10,429	4,786	4,161	3,888			
Total Calls Offered	67,740	67,288	73,011	83,913	75,983	67,273	67,749			
<b>% Abandoned Calls</b>	3.17%	6.85%	9.40%	12.43%	6.30%	6.19%	<b>5.74%</b>	2.93%	8.67%	11.60%
Answered in 60 Seconds	54,520	44,657	44,031	46,441	50,010	50,607	48,892			
<b>% Calls Answered in 60 Seconds</b>	80.48%	66.37%	60.31%	55.34%	65.82%	75.23%	<b>72.17%</b>	9.41%	62.76%	53.35%
<b>METER READS</b>										
Scheduled Meters	248011	244019	244104	240057	248064	245931	241,348			
Meters Read	234,270	230,726	230,626	227,045	232,989	231,158	227,862			
<b>% On-Cycle Meter Reads</b>	94.46%	94.55%	94.48%	94.58%	93.92%	93.99%	<b>94.41%</b>	0.51%	93.90%	93.39%
<b>METER TESTING</b>										
<= 300 Cfh	935	1179	1393	1943	1872	1835	15,550			
> 300 Cfh	104	106	265	180	267	189	1,492			
<b>Total Meters Tested</b>							<b>17,042</b>		15,000*	
Customer Requested Tests	18	22	11	8	5	6	13			
Tests Completed in 15 Days	18	22	11	8	5	6	13			
<b>% Completed in 15 Days</b>	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	<b>100.0%</b>	0.00%	100.00%	100.00%
<b>SERVICE APPOINTMENTS</b>										
Scheduled Service Appointments	4199	4400	5678	5707	5996	6154	6,188			
Completed Service Appointments	4130	4285	5552	5547	5867	6044	6,029			
<b>% Service Appointments Met</b>	98.36%	97.39%	97.78%	97.20%	97.85%	98.21%	<b>97.43%</b>	0.80%	96.63%	95.83%
<b>SAFETY</b>										
<b>Leak-Call Response:</b>										
<b>Normal Business Hours:</b>										
- Total Calls	508	391	357	375	405	391	462			
- Response in 30 Minutes or Less	483	372	342	364	390	374	433			
<b>% in 30 Minutes or Less</b>	95.08%	95.14%	95.80%	97.07%	96.30%	95.65%	<b>93.66%</b>	2.14%	91.52%	89.38%
<b>After Business Hours:</b>										
- Total Calls	497	394	380	381	330	370	414			
- Response in 45 Minutes or Less	485	372	375	363	316	352	394			
<b>% in 45 Minutes or Less</b>	97.59%	94.42%	98.68%	95.28%	95.76%	95.14%	<b>95.06%</b>	1.55%	93.51%	91.96%

\* The meter testing measure is compiled on a calendar