

July 29, 2009

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 2009 Annual Report on Service Quality Plan

Dear Ms. Massaro:

Enclosed for filing are ten (10) copies of the annual performance results for fiscal year 2009 (“FY09”) 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, 2008 through June 30, 2009, and establishes updated benchmarks to be used in measuring performance for the period from July 1, 2009 through June 30, 2010.

Attachment 1 provides a summary of the SQ performance for both the fourth quarter and FY09, and Attachment 2 provides month-by-month details for each measure. As shown on Attachment 1, Page 2, Col. (8), the Company reports that during the fourth quarter, performance exceeded the established benchmarks in all areas except service appointments met, which was within 1 standard deviation of the benchmark. In addition, as shown on Attachment 1, Page 2, Col. (12), the Company’s FY09 performance exceeded the benchmarks in all areas except abandoned calls and calls answered within 60 seconds, which were each within 1 standard deviation of the benchmark. Accordingly, no penalties are due. The benchmark for meter testing is based on a calendar year basis, and the Company exceeded the benchmark for the twelve months ending December 2008. The Company has tested a total of 11,488 meters during the first six months of 2009, 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, 2009 through June 30, 2010, and Attachment 4 provides the Company’s monthly statistics used to calculate the new benchmarks based on the 36 most recent months of data.

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,



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 29, 2009

Date

Docket No. 3476 – National Grid - Service Quality Proposal
Service list updated on 7/15/2009

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NATIONAL GRID - GAS OPERATIONS
SERVICE QUALITY PERFORMANCE
FISCAL YEAR 2009 - FOURTH QUARTER REPORT

<u>SERVICE QUALITY MEASURES</u>	<u>Apr-09</u>	<u>May-09</u>	<u>Jun-09</u>	<u>Total or Weighted Average</u>	<u>FY 2009 Benchmark</u>	<u>FY 2009 Penalty Threshold</u>
CALL CENTER RESPONSIVENESS						
Total Calls Answered	75,022	73,161	65,871	214,054		
Abandoned Calls	5,294	1,525	1,873	8,692		
Total Calls Offered	80,316	74,686	67,744	222,746		
% Abandoned Calls	6.59%	2.04%	2.76%	3.90%	5.74%	8.67%
Answered in 60 Seconds	61,587	66,583	56,259	184,429		
% Calls Answered in 60 Seconds	76.68%	89.15%	83.05%	82.80%	72.17%	62.76%
METER READS						
Scheduled Meters	263,378	255,447	263,347	782,172		
Meters Read	256,097	248,423	256,211	760,731		
% On-Cycle Meter Reads	97.24%	97.25%	97.29%	97.26%	94.41%	93.90%
METER TESTING						
<= 300 Cfh**	2,084	2,021	2,005	6,110		
> 300 Cfh**	117	115	113	345		
Total Meters Tested	2,201	2,136	2,118	6,455	15,000*	
Customer Requested Tests	19	4	12	35		
Tests Completed in 15 Days	19	4	12	35		
% Completed in 15 Days	100.0%	100.0%	100.0%	100.0%	99.63%	97.49%
SERVICE APPOINTMENTS						
Scheduled Service Appointments	4,211	4,085	4,250	12,546		
Completed Service Appointments	4,085	3,967	4,095	12,147		
% Service Appointments Met	97.01%	97.11%	96.35%	96.82%	97.43%	96.63%
SAFETY						
Leak-Call Response:						
Normal Business Hours:						
- Total Calls	631	642	769	2,042		
- Response in 30 Minutes or Less	615	617	735	1,967		
% in 30 Minutes or Less	97.46%	96.11%	95.58%	96.33%	93.66%	91.52%
After Business Hours:						
- Total Calls	489	493	470	1,452		
- Response in 45 Minutes or Less	476	473	454	1,403		
% in 45 Minutes or Less	97.34%	95.94%	96.60%	96.63%	95.06%	93.51%

* 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 2009 - FOURTH QUARTER REPORT

Service Quality Measures

Customer Service and Billing:

Abandoned Calls
Calls Answered in 60 Seconds
On-Cycle Meter Reads
Meter Testing¹⁴
Customer Requested Meter Tests
Service Appointments Met

Safety - Leak Call Response:

Normal Business Hours-30 min or less
After Business Hours-45 min or less

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)
5.74%	2.93%	8.67%	12%	\$150,000	3.90%	1.84%	0.6272	N/A	8.36%	-2.62%	0.8942	\$0
72.17%	9.41%	62.76%	12%	\$150,000	82.80%	10.63%	1.1294	N/A	64.21%	-7.96%	0.8457	\$0
94.41%	0.51%	93.90%	6%	\$75,000	97.26%	2.85%	5.5859	N/A	96.36%	1.95%	3.8222	\$0
15,000			6%	\$75,000	6,455			N/A	10,268			\$0
99.63%	2.14%	97.49%	4%	\$50,000	100.00%	0.37%	0.1729	N/A	100.00%	0.37%	0.1729	\$0
97.43%	0.80%	96.63%	12%	\$150,000	96.82%	-0.61%	0.7629	N/A	97.61%	0.18%	0.2264	\$0
93.66%	2.14%	91.52%	24%	\$300,000	96.33%	2.67%	1.2463	\$0	95.72%	2.06%	0.9643	\$0
95.06%	1.55%	93.51%	24%	\$300,000	96.63%	1.57%	1.0099	\$0	96.31%	1.25%	0.8054	\$0
			100%	\$1,250,000				\$0				\$0

Notes:

- (1)-(5) Submitted in Annual Service Quality Report filed on 7/30/08 (see Attachment 3, Cols. (1) - (3) for FY09 Benchmark, Standard Deviation and Penalty Threshold data).
- (6) Fourth quarter of fiscal year 2009 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.
- (10) Year-to-date performance data for fiscal year 2009 (i.e., July '08 - June '09) 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 FY09 Report reflects activity between January '09 - June '09.

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**NATIONAL GRID - GAS OPERATIONS
SERVICE QUALITY PERFORMANCE
FISCAL YEAR 2009 - ANNUAL PERFORMANCE DATA**

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

SERVICE QUALITY MEASURES	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Total or Weighted Average
CALL CENTER RESPONSIVENESS													
Total Calls Answered	62,917	66,362	66,089	73,274	53,684	52,248	61,316	62,181	69,009	75,022	73,161	65,871	781,134
Abandoned Calls	6,822	7,478	7,988	14,030	3,727	3,629	8,118	7,761	3,015	5,294	1,525	1,873	71,260
Total Calls Offered	69,739	73,840	74,077	87,304	57,411	55,877	69,434	69,942	72,024	80,316	74,686	67,744	852,394
% Abandoned Calls	9.78%	10.13%	10.78%	16.07%	6.49%	6.49%	11.69%	11.10%	4.19%	6.59%	2.04%	2.76%	8.36%
Answered in 60 Seconds	35,840	43,396	38,417	37,711	38,526	40,761	37,011	40,108	51,136	61,587	66,583	56,259	547,335
% Calls Answered in 60 Seconds	51.39%	58.77%	51.86%	43.20%	67.11%	72.95%	53.30%	57.34%	71.00%	76.68%	89.15%	83.05%	64.21%
METER READS													
Scheduled Meters	246,531	249,951	250,241	255,991	260,172	261,165	262,881	263,748	263,679	263,378	255,447	263,347	3,096,531
Meters Read	232,541	235,309	238,174	244,418	250,607	253,340	255,826	256,806	256,045	256,097	248,423	256,211	2,983,797
% On-Cycle Meter Reads	94.33%	94.14%	95.18%	95.48%	96.32%	97.00%	97.32%	97.37%	97.10%	97.24%	97.25%	97.29%	96.36%
METER TESTING													
<= 300 Cfh	1,702	1,794	1,941	1,571	390	456	1,434	1,447	2,076	2,084	2,021	2,005	18,921
> 300 Cfh	69	78	78	73	12	45	122	137	173	117	115	113	1,132
Total Meters Tested*	1,771	1,872	2,019	1,644	402	501	1,556	1,584	2,249	2,201	2,136	2,118	20,053
Customer Requested Tests	9	3	1	7	3	10	11	17	19	19	4	12	118
Tests Completed in 15 Days	9	2	1	7	3	10	11	17	19	19	4	12	118
% Completed in 15 Days	100.0%	66.7%	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	5,910	5,795	7,196	6,979	5,338	4,771	5,052	4,779	5,136	4,211	4,085	4,250	63,502
Completed Service Appointments	5,803	5,689	7,051	6,772	5,201	4,691	4,938	4,684	5,009	4,085	3,967	4,095	61,985
% Service Appointments Met	98.19%	98.17%	97.98%	97.03%	97.43%	98.32%	97.74%	98.01%	97.53%	97.01%	97.11%	96.35%	97.61%
SAFETY													
Leak-Call Response:													
Normal Business Hours:													
- Total Calls	433	435	551	843	527	515	474	458	597	631	642	769	6,875
- Response in 30 Minutes or Less	414	414	532	797	507	487	453	438	572	615	617	735	6,581
% in 30 Minutes or Less	95.61%	95.17%	96.55%	94.54%	96.20%	94.56%	95.57%	95.63%	95.81%	97.46%	96.11%	95.58%	95.72%
After Business Hours:													
- Total Calls	323	358	448	658	580	546	590	517	650	489	493	470	6,122
- Response in 45 Minutes or Less	308	341	432	641	562	525	564	504	616	476	473	454	5,896
% in 45 Minutes or Less	95.36%	95.25%	96.43%	97.42%	96.90%	96.15%	95.59%	97.49%	94.77%	97.34%	95.94%	96.60%	96.31%

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

**NATIONAL GRID - GAS OPERATIONS
 SERVICE QUALITY BENCHMARKS
 FISCAL YEAR 2010**

Measures

Customer Service and Billing:

	Benchmark (Mean) FY10	Standard Deviation (+/-)	Penalty Threshold
Abandoned Calls	6.58%	3.27%	9.85%
Calls Answer in 60 Seconds	68.61%	10.87%	57.74%
On-Cycle Meter Reads	95.02%	1.24%	93.78%
Meter Testing*	15,000		
Customer Requested Meter Tests	99.77%	5.56%	94.21%
Service Appointments Met	97.43%	0.72%	96.71%

Safety - Leak Call Response:

Normal Business Hours-30 min or less	94.29%	1.78%	92.51%
After Business Hours-45 min or less	95.74%	1.16%	94.58%

* 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>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>Jul-07</u>	<u>Aug-07</u>	<u>Sep-07</u>
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	54,541	57,712	55,917
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	3,115	2,843	2,284
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	57,656	60,555	58,201
% Abandoned Calls	3.04%	4.45%	5.56%	7.19%	4.24%	5.33%	2.54%	3.03%	4.48%	7.42%	6.96%	4.19%	5.40%	4.69%	3.92%
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	38,310	45,347	46,689
% Calls Answered in 60 Seconds	81.30%	73.32%	64.75%	62.88%	75.02%	72.79%	83.26%	79.75%	72.51%	61.81%	63.54%	73.06%	66.45%	74.89%	80.22%

METER READS

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	237,165	222,809	251,449
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	224,469	210,923	235,981
% On-Cycle Meter Reads	94.22%	95.05%	94.35%	93.82%	94.64%	93.51%	94.12%	94.27%	94.00%	94.20%	94.69%	93.38%	94.65%	94.67%	93.85%

METER TESTING

<= 300 Cfh	1,557	1,453	1,575	1,105	556	324	1,174	1,082	1,268	1,808	1,838	1,610	1,337	1,291	1,366
> 300 Cfh	139	184	165	50	46	28	112	219	450	117	90	47	51	95	49
Total Meters Tested	1,696	1,637	1,740	1,155	602	352	1,286	1,301	1,718	1,925	1,928	1,657	1,388	1,386	1,415
Customer Requested Tests	7	7	4	7	12	9	22	21	45	30	16	15	8	5	8
Tests Completed in 15 Days	7	7	4	7	12	9	22	21	45	30	16	15	8	5	8
% 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%

SERVICE APPOINTMENTS

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	4,885	6,018	5,234
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	4,739	5,861	5,110
% Service Appointments Met	97.29%	97.27%	97.57%	97.66%	98.30%	97.64%	97.75%	97.45%	97.20%	97.04%	97.59%	97.53%	97.01%	97.39%	97.63%

SAFETY

Leak-Call Response:															
Normal Business Hours:															
- Total Calls	372	467	500	571	607	446	465	516	353	369	426	330	305	348	430
- Response in 30 Minutes or Less	342	423	460	523	572	432	447	501	334	355	398	319	282	327	399
% in 30 Minutes or Less	91.94%	90.58%	92.00%	91.59%	94.23%	96.86%	96.13%	97.09%	94.62%	96.21%	93.43%	96.67%	92.46%	93.97%	92.79%
After Business Hours:															
- Total Calls	301	338	390	433	508	425	554	529	390	372	406	278	225	295	293
- Response in 45 Minutes or Less	285	325	370	404	482	407	537	514	379	358	388	265	215	284	280
% in 45 Minutes or Less	94.68%	96.15%	94.87%	93.30%	94.88%	95.76%	96.93%	97.16%	97.18%	96.24%	95.57%	95.32%	95.56%	96.27%	95.56%

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

NATIONAL GRID - GAS OPERATIONS
SERVICE QUALITY BENCHMARKS

SERVICE QUALITY MEASURES	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08	Oct-08	Nov-08	Dec-08
CALL CENTER RESPONSIVENESS															
Total Calls Answered	70,090	59,956	49,152	65,594	62,681	66,146	73,484	71,197	63,112	62,917	66,362	66,089	73,274	53,684	52,248
Abandoned Calls	5,275	2,041	1,293	2,146	4,607	6,865	10,429	4,786	4,161	6,822	7,478	7,988	14,030	3,727	3,629
Total Calls Offered	75,365	61,997	50,445	67,740	67,288	73,011	83,913	75,983	67,273	69,739	73,840	74,077	87,304	57,411	55,877
% Abandoned Calls	7.00%	3.29%	2.56%	3.17%	6.85%	9.40%	12.43%	6.30%	6.19%	9.78%	10.13%	10.78%	16.07%	6.49%	6.49%
Answered in 60 Seconds	51,298	49,604	42,835	54,520	44,657	44,031	46,441	50,010	50,607	35,840	43,396	38,417	37,711	38,526	40,761
% Calls Answered in 60 Seconds	68.07%	80.01%	84.91%	80.48%	66.37%	60.31%	55.34%	65.82%	75.23%	51.39%	58.77%	51.86%	43.20%	67.11%	72.95%
METER READS															
Scheduled Meters	238516	238274	240995	248011	244019	244104	240057	248064	245931	246,531	249,951	250,241	255,991	260,172	261,165
Meters Read	225,879	226,176	227,559	234,270	230,726	230,626	227,045	232,989	231,158	232,541	235,309	238,174	244,418	250,607	253,340
% On-Cycle Meter Reads	94.70%	94.92%	94.42%	94.46%	94.55%	94.48%	94.58%	93.92%	93.99%	94.33%	94.14%	95.18%	95.48%	96.32%	97.00%
METER TESTING															
<= 300 Cfh	1385	1103	805	935	1179	1393	1943	1872	1835	1,702	1,794	1,941	1,571	390	456
> 300 Cfh	27	34	32	104	106	265	180	267	189	69	78	78	73	12	45
Total Meters Tested	1,412	1,137	837	1,039	1,285	1,658	2,123	2,139	2,024	1,771	1,872	2,019	1,644	402	501
Customer Requested Tests	14	4	9	18	22	11	8	5	6	9	3	1	7	3	10
Tests Completed in 15 Days	14	4	9	18	22	11	8	5	6	9	2	1	7	3	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%	66.7%	100.0%	100.0%	100.0%	100.0%
SERVICE APPOINTMENTS															
Scheduled Service Appointments	6357	6417	4370	4199	4400	5678	5707	5996	6154	5,910	5,795	7,196	6,979	5,338	4,771
Completed Service Appointments	6182	6048	4287	4130	4285	5552	5547	5867	6044	5,803	5,689	7,051	6,772	5,201	4,691
% Service Appointments Met	97.25%	94.25%	98.10%	98.36%	97.39%	97.78%	97.20%	97.85%	98.21%	98.19%	98.17%	97.98%	97.03%	97.43%	98.32%
SAFETY															
Leak-Call Response:															
Normal Business Hours:															
- Total Calls	565	531	471	508	391	357	375	405	391	433	435	551	843	527	515
- Response in 30 Minutes or Less	525	502	434	483	372	342	364	390	374	414	414	532	797	507	487
% in 30 Minutes or Less	92.92%	94.54%	92.14%	95.08%	95.14%	95.80%	97.07%	96.30%	95.65%	95.61%	95.17%	96.55%	94.54%	96.20%	94.56%
After Business Hours:															
- Total Calls	487	537	548	497	394	380	381	330	370	323	358	448	658	580	546
- Response in 45 Minutes or Less	462	518	513	485	372	375	363	316	352	308	341	432	641	562	525
% in 45 Minutes or Less	94.87%	96.46%	93.61%	97.59%	94.42%	98.68%	95.28%	95.76%	95.14%	95.36%	95.25%	96.43%	97.42%	96.90%	96.15%

* The meter testing measure is compiled on a calendar

NATIONAL GRID - GAS OPERATIONS
SERVICE QUALITY BENCHMARKS

<u>SERVICE QUALITY MEASURES</u>	<u>Jan-09</u>	<u>Feb-09</u>	<u>Mar-09</u>	<u>Apr-09</u>	<u>May-09</u>	<u>Jun-09</u>	<u>36 Month Average</u>	<u>Standard Deviation</u>	<u>Penalty Threshold</u>	<u>Maximum Penalty</u>
CALL CENTER RESPONSIVENESS										
Total Calls Answered	61,316	62,181	69,009	75,022	73,161	65,871	63,215			
Abandoned Calls	8,118	7,761	3,015	5,294	1,525	1,873	4,455			
Total Calls Offered	69,434	69,942	72,024	80,316	74,686	67,744	67,670			
% Abandoned Calls	11.69%	11.10%	4.19%	6.59%	2.04%	2.76%	6.58%	3.27%	9.85%	13.12%
Answered in 60 Seconds	37,011	40,108	51,136	61,587	66,583	56,259	46,431			
% Calls Answered in 60 Seconds	53.30%	57.34%	71.00%	76.68%	89.15%	83.05%	68.61%	10.87%	57.74%	-46.87%
METER READS										
Scheduled Meters	262,881	263,748	263,679	263,378	255,447	263,347	247,727			
Meters Read	255,826	256,806	256,045	256,097	248,423	256,211	235,380			
% On-Cycle Meter Reads	97.32%	97.37%	97.10%	97.24%	97.25%	97.29%	95.02%	1.24%	93.78%	92.54%
METER TESTING										
<= 300 Cfh	1,434	1,447	2,076	2,084	2,021	2,005	16,905			
> 300 Cfh	122	137	173	117	115	113	1,393			
Total Meters Tested	1,556	1,584	2,249	2,201	2,136	2,118	18,298		15,000*	
Customer Requested Tests	11	17	19	19	4	12	12			
Tests Completed in 15 Days	11	17	19	19	4	12	12			
% Completed in 15 Days	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.8%	5.56%	94.21%	88.65%
SERVICE APPOINTMENTS										
Scheduled Service Appointments	5,052	4,779	5,136	4,211	4,085	4,250	5,785			
Completed Service Appointments	4,938	4,684	5,009	4,085	3,967	4,095	5,636			
% Service Appointments Met	97.74%	98.01%	97.53%	97.01%	97.11%	96.35%	97.43%	0.72%	96.71%	95.99%
SAFETY										
Leak-Call Response:										
Normal Business Hours:										
- Total Calls	474	458	597	631	642	769	437			
- Response in 30 Minutes or Less	453	438	572	615	617	735	413			
% in 30 Minutes or Less	95.57%	95.63%	95.81%	97.46%	96.11%	95.58%	94.29%	1.78%	92.51%	90.73%
After Business Hours:										
- Total Calls	590	517	650	489	493	470	403			
- Response in 45 Minutes or Less	564	504	616	476	473	454	385			
% in 45 Minutes or Less	95.59%	97.49%	94.77%	97.34%	95.94%	96.60%	95.74%	1.16%	94.58%	93.42%

* The meter testing measure is compiled on a calendar