

July 30, 2010

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 2010 Annual Report on Service Quality Plan

Dear Ms. Massaro:

Enclosed for filing are ten (10) copies of the annual performance results for fiscal year 2010 (“FY10”) 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, 2009 through June 30, 2010, and establishes updated benchmarks to be used in measuring performance for the period from July 1, 2010 through June 30, 2011.

Attachment 1 provides a summary of the SQ performance for both the fourth quarter and FY10, 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. In addition, as shown on Attachment 1, Page 2, Col. (12), the Company’s FY10 performance exceeded the benchmarks in all areas. 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 2009. The Company has tested a total of 10,316 meters during the first six months of 2010, 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, 2010 through June 30, 2011, 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

NATIONAL GRID - GAS OPERATIONS
SERVICE QUALITY PERFORMANCE
FISCAL YEAR 2010 - FOURTH QUARTER REPORT

<u>SERVICE QUALITY MEASURES</u>	<u>Apr-10</u>	<u>May-10</u>	<u>Jun-10</u>	<u>Total or Weighted Average</u>	<u>Benchmark for FY10</u>	<u>Penalty Threshold for FY10</u>
CALL CENTER RESPONSIVENESS						
Total Calls Answered	69,418	64,205	60,075	193,698		
Abandoned Calls	2,766	2,986	1,917	7,669		
Total Calls Offered	72,184	67,191	61,992	201,367		
% Abandoned Calls	3.83%	4.44%	3.09%	3.81%	6.58%	9.85%
Answered in 60 Seconds	60,160	55,313	53,196	168,669		
% Calls Answered in 60 Seconds	83.34%	82.32%	85.81%	83.76%	68.61%	57.74%
METER READS						
Scheduled Meters	264,189	264,165	264,168	792,522		
Meters Read	256,562	257,261	251,013	764,836		
% On-Cycle Meter Reads	97.11%	97.39%	95.02%	96.51%	95.02%	93.78%
METER TESTING						
<= 300 Cfh**	1,668	1,746	1,809	5,223		
> 300 Cfh**	83	143	105	331		
Total Meters Tested	1,751	1,889	1,914	5,554	15,000*	
Customer Requested Tests	8	4	9	21		
Tests Completed in 15 Days	8	4	9	21		
% Completed in 15 Days	100.0%	100.0%	100.0%	100.0%	99.77%	94.21%
SERVICE APPOINTMENTS						
Scheduled Service Appointments	3,816	3,860	4,158	11,834		
Completed Service Appointments	3,757	3,790	4,104	11,651		
% Service Appointments Met	98.45%	98.19%	98.70%	98.45%	96.48%	95.63%
SAFETY						
Leak-Call Response:						
Normal Business Hours:						
- Total Calls	890	646	586	2,122		
- Response in 30 Minutes or Less	845	633	569	2,047		
% in 30 Minutes or Less	94.94%	97.99%	97.10%	96.47%	94.29%	92.51%
After Business Hours:						
- Total Calls	532	377	320	1,229		
- Response in 45 Minutes or Less	513	361	309	1,183		
% in 45 Minutes or Less	96.43%	95.76%	96.56%	96.26%	95.74%	94.58%

* 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 2010 - 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)
6.58%	3.27%	9.85%	12%	\$150,000	3.81%	2.77%	0.8476	N/A	5.11%	1.47%	0.4506	\$0
68.61%	10.87%	57.74%	12%	\$150,000	83.76%	15.15%	1.3939	N/A	73.73%	5.12%	0.4714	\$0
95.02%	1.24%	93.78%	6%	\$75,000	96.51%	1.49%	1.1989	N/A	97.07%	2.05%	1.6532	\$0
15,000			6%	\$75,000	5,554			N/A	10,316			\$0
99.77%	5.56%	94.21%	4%	\$50,000	100.00%	0.23%	0.0414	N/A	100.00%	0.23%	0.0414	\$0
96.48%	0.85%	95.63%	12%	\$150,000	98.45%	1.97%	2.3219	N/A	97.70%	1.22%	1.4411	\$0
94.29%	1.78%	92.51%	24%	\$300,000	96.47%	2.18%	1.2222	\$0	95.34%	1.05%	0.5898	\$0
95.74%	1.16%	94.58%	24%	\$300,000	96.26%	0.52%	0.4458	\$0	96.15%	0.41%	0.3574	\$0
			100%	\$1,250,000				\$0				\$0

Notes:

- (1)-(5) Submitted in Annual Service Quality Report filed on 7/30/09 (see Attachment 3, Cols. (1) - (3) for FY10 Benchmark, Standard Deviation and Penalty Threshold data). Service Appointments Met Benchmark information was updated Company's May 17, 2010 3rd Quarter Service Quality Report.
- (6) Fourth quarter of fiscal year 2010 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 2010 (i.e., July '09 - June '10) 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 FY10 Report reflects activity between January '10 - June '10.

**NATIONAL GRID - GAS OPERATIONS
SERVICE QUALITY PERFORMANCE
FISCAL YEAR 2010 - ANNUAL PERFORMANCE DATA**

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

SERVICE QUALITY MEASURES	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Total or Weighted Average
CALL CENTER RESPONSIVENESS													
Total Calls Answered	66,436	60,551	62,345	69,617	50,091	50,007	54,434	57,904	68,819	69,418	64,205	60,075	733,902
Abandoned Calls	3,935	4,430	2,591	11,059	2,176	1,437	1,984	1,587	2,625	2,766	2,986	1,917	39,493
Total Calls Offered	70,371	64,981	64,936	80,676	52,267	51,444	56,418	59,491	71,444	72,184	67,191	61,992	773,395
% Abandoned Calls	5.59%	6.82%	3.99%	13.71%	4.16%	2.79%	3.52%	2.67%	3.67%	3.83%	4.44%	3.09%	5.11%
Answered in 60 Seconds	54,249	44,988	48,883	33,550	28,656	30,891	48,584	50,703	61,079	60,160	55,313	53,196	570,252
% Calls Answered in 60 Seconds	77.09%	69.23%	75.28%	41.59%	54.83%	60.05%	86.11%	85.23%	85.49%	83.34%	82.32%	85.81%	73.73%
METER READS													
Scheduled Meters	229,508	266,572	260,957	263,422	264,068	263,603	264,026	264,125	264,201	264,189	264,165	264,168	3,133,004
Meters Read	224,786	260,243	254,784	254,498	256,460	255,065	256,670	257,096	256,767	256,562	257,261	251,013	3,041,205
% On-Cycle Meter Reads	97.94%	97.63%	97.63%	96.61%	97.12%	96.76%	97.21%	97.34%	97.19%	97.11%	97.39%	95.02%	97.07%
METER TESTING													
<= 300 Cfh	1,638	1,225	1,568	1,618	856	658	1,194	1,541	1,754	1,668	1,746	1,809	17,275
> 300 Cfh	65	50	152	82	83	43	70	80	123	83	143	105	1,079
Total Meters Tested*	1,703	1,275	1,720	1,700	939	701	1,264	1,621	1,877	1,751	1,889	1,914	18,354
Customer Requested Tests	7	5	3	5	6	8	4	9	18	8	4	9	86
Tests Completed in 15 Days	7	5	3	5	6	8	4	9	18	8	4	9	86
% 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%
SERVICE APPOINTMENTS													
Scheduled Service Appointments	3,517	2,970	4,112	4,473	3,336	3,037	2,829	3,253	3,949	3,816	3,860	4,158	43,310
Completed Service Appointments	3,415	2,882	4,008	4,369	3,237	2,908	2,725	3,208	3,913	3,757	3,790	4,104	42,316
% Service Appointments Met	97.10%	97.04%	97.47%	97.67%	97.03%	95.75%	96.32%	98.62%	99.09%	98.45%	98.19%	98.70%	97.70%
SAFETY													
Leak-Call Response:													
Normal Business Hours:													
- Total Calls	771	674	702	816	550	625	528	430	550	890	646	586	7,768
- Response in 30 Minutes or Less	724	636	658	773	537	591	504	415	521	845	633	569	7,406
% in 30 Minutes or Less	93.90%	94.36%	93.73%	94.73%	97.64%	94.56%	95.45%	96.51%	94.73%	94.94%	97.99%	97.10%	95.34%
After Business Hours:													
- Total Calls	409	398	439	600	476	576	502	438	446	532	377	320	5,513
- Response in 45 Minutes or Less	394	382	423	586	459	537	485	421	431	513	361	309	5,301
% in 45 Minutes or Less	96.33%	95.98%	96.36%	97.67%	96.43%	93.23%	96.61%	96.12%	96.64%	96.43%	95.76%	96.56%	96.15%

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

**NATIONAL GRID - GAS OPERATIONS
 SERVICE QUALITY BENCHMARKS
 FISCAL YEAR 2011**

Measures

Customer Service and Billing:

	Benchmark (Mean) FY11	Standard Deviation (+/-)	Penalty Threshold
Abandoned Calls	6.62%	3.57%	10.19%
Calls Answer in 60 Seconds	69.35%	13.12%	56.23%
On-Cycle Meter Reads	95.99%	1.40%	94.59%
Meter Testing*	15,000		
Customer Requested Meter Tests	99.69%	5.56%	94.13%
Service Appointments Met	97.52%	0.90%	96.62%

Safety - Leak Call Response:

Normal Business Hours-30 min or less	95.24%	1.42%	93.82%
After Business Hours-45 min or less	96.09%	1.11%	94.98%

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

NATIONAL GRID - GAS OPERATIONS
SERVICE QUALITY BENCHMARKS

SERVICE QUALITY MEASURES	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07	Jan-08	Feb-08	Mar-08	Apr-08	May-08	Jun-08	Jul-08	Aug-08	Sep-08
CALL CENTER RESPONSIVENESS															
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	62,917	66,362	66,089
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	6,822	7,478	7,988
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	69,739	73,840	74,077
% Abandoned Calls	5.40%	4.69%	3.92%	7.00%	3.29%	2.56%	3.17%	6.85%	9.40%	12.43%	6.30%	6.19%	9.78%	10.13%	10.78%
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	35,840	43,396	38,417
% Calls Answered in 60 Seconds	66.45%	74.89%	80.22%	68.07%	80.01%	84.91%	80.48%	66.37%	60.31%	55.34%	65.82%	75.23%	51.39%	58.77%	51.86%
METER READS															
Scheduled Meters	237165	222809	251449	238516	238274	240995	248011	244019	244104	240057	248064	245931	246,531	249,951	250,241
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	232,541	235,309	238,174
% On-Cycle Meter Reads	94.65%	94.67%	93.85%	94.70%	94.92%	94.42%	94.46%	94.55%	94.48%	94.58%	93.92%	93.99%	94.33%	94.14%	95.18%
METER TESTING															
<= 300 Cfh	1337	1291	1366	1385	1103	805	935	1179	1393	1943	1872	1835	1,702	1,794	1,941
> 300 Cfh	51	95	49	27	34	32	104	106	265	180	267	189	69	78	78
Total Meters Tested	1,388	1,386	1,415	1,412	1,137	837	1,039	1,285	1,658	2,123	2,139	2,024	1,771	1,872	2,019
Customer Requested Tests	8	5	8	14	4	9	18	22	11	8	5	6	9	3	1
Tests Completed in 15 Days	8	5	8	14	4	9	18	22	11	8	5	6	9	2	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%	66.7%	100.0%
SERVICE APPOINTMENTS															
Scheduled Service Appointments	4885	6018	5234	6357	6417	4370	4199	4400	5678	5707	5996	6154	5,910	5,795	7,196
Completed Service Appointments	4739	5861	5110	6182	6048	4287	4130	4285	5552	5547	5867	6044	5,803	5,689	7,051
% Service Appointments Met	97.01%	97.39%	97.63%	97.25%	94.25%	98.10%	98.36%	97.39%	97.78%	97.20%	97.85%	98.21%	98.19%	98.17%	97.98%
SAFETY															
Leak-Call Response:															
Normal Business Hours:															
- Total Calls	305	348	430	565	531	471	508	391	357	375	405	391	433	435	551
- Response in 30 Minutes or Less	282	327	399	525	502	434	483	372	342	364	390	374	414	414	532
% in 30 Minutes or Less	92.46%	93.97%	92.79%	92.92%	94.54%	92.14%	95.08%	95.14%	95.80%	97.07%	96.30%	95.65%	95.61%	95.17%	96.55%
After Business Hours:															
- Total Calls	225	295	293	487	537	548	497	394	380	381	330	370	323	358	448
- Response in 45 Minutes or Less	215	284	280	462	518	513	485	372	375	363	316	352	308	341	432
% in 45 Minutes or Less	95.56%	96.27%	95.56%	94.87%	96.46%	93.61%	97.59%	94.42%	98.68%	95.28%	95.76%	95.14%	95.36%	95.25%	96.43%

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

NATIONAL GRID - GAS OPERATIONS
SERVICE QUALITY BENCHMARKS

SERVICE QUALITY MEASURES	Oct-08	Nov-08	Dec-08	Jan-09	Feb-09	Mar-09	Apr-09	May-09	Jun-09	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09
CALL CENTER RESPONSIVENESS															
Total Calls Answered	73,274	53,684	52,248	61,316	62,181	69,009	75,022	73,161	65,871	66,436	60,551	62,345	69,617	50,091	50,007
Abandoned Calls	14,030	3,727	3,629	8,118	7,761	3,015	5,294	1,525	1,873	3,935	4,430	2,591	11,059	2,176	1,437
Total Calls Offered	87,304	57,411	55,877	69,434	69,942	72,024	80,316	74,686	67,744	70,371	64,981	64,936	80,676	52,267	51,444
% Abandoned Calls	16.07%	6.49%	6.49%	11.69%	11.10%	4.19%	6.59%	2.04%	2.76%	5.59%	6.82%	3.99%	13.71%	4.16%	2.79%
Answered in 60 Seconds	37,711	38,526	40,761	37,011	40,108	51,136	61,587	66,583	56,259	54,249	44,988	48,883	33,550	28,656	30,891
% Calls Answered in 60 Seconds	43.20%	67.11%	72.95%	53.30%	57.34%	71.00%	76.68%	89.15%	83.05%	77.09%	69.23%	75.28%	41.59%	54.83%	60.05%
METER READS															
Scheduled Meters	255,991	260,172	261,165	262,881	263,748	263,679	263,378	255,447	263,347	229,508	266,572	260,957	263,422	264,068	263,603
Meters Read	244,418	250,607	253,340	255,826	256,806	256,045	256,097	248,423	256,211	224,786	260,243	254,784	254,498	256,460	255,065
% On-Cycle Meter Reads	95.48%	96.32%	97.00%	97.32%	97.37%	97.10%	97.24%	97.25%	97.29%	97.94%	97.63%	97.63%	96.61%	97.12%	96.76%
METER TESTING															
<= 300 Cfh	1,571	390	456	1,434	1,447	2,076	2,084	2,021	2,005	1,638	1,225	1,568	1,618	856	658
> 300 Cfh	73	12	45	122	137	173	117	115	113	65	50	152	82	83	43
Total Meters Tested	1,644	402	501	1,556	1,584	2,249	2,201	2,136	2,118	1,703	1,275	1,720	1,700	939	701
Customer Requested Tests	7	3	10	11	17	19	19	4	12	7	5	3	5	6	8
Tests Completed in 15 Days	7	3	10	11	17	19	19	4	12	7	5	3	5	6	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	6,979	5,338	4,771	5,052	4,779	5,136	4,211	4,085	4,250	3,517	2,970	4,112	4,473	3,336	3,037
Completed Service Appointments	6,772	5,201	4,691	4,938	4,684	5,009	4,085	3,967	4,095	3,415	2,882	4,008	4,369	3,237	2,908
% Service Appointments Met	97.03%	97.43%	98.32%	97.74%	98.01%	97.53%	97.01%	97.11%	96.35%	97.10%	97.04%	97.47%	97.67%	97.03%	95.75%
SAFETY															
Leak-Call Response:															
Normal Business Hours:															
- Total Calls	843	527	515	474	458	597	631	642	769	771	674	702	816	550	625
- Response in 30 Minutes or Less	797	507	487	453	438	572	615	617	735	724	636	658	773	537	591
% in 30 Minutes or Less	94.54%	96.20%	94.56%	95.57%	95.63%	95.81%	97.46%	96.11%	95.58%	93.90%	94.36%	93.73%	94.73%	97.64%	94.56%
After Business Hours:															
- Total Calls	658	580	546	590	517	650	489	493	470	409	398	439	600	476	576
- Response in 45 Minutes or Less	641	562	525	564	504	616	476	473	454	394	382	423	586	459	537
% in 45 Minutes or Less	97.42%	96.90%	96.15%	95.59%	97.49%	94.77%	97.34%	95.94%	96.60%	96.33%	95.98%	96.36%	97.67%	96.43%	93.23%

* The meter testing measure is compiled on a calendar

NATIONAL GRID - GAS OPERATIONS
SERVICE QUALITY BENCHMARKS

<u>SERVICE QUALITY MEASURES</u>	<u>Jan-10</u>	<u>Feb-10</u>	<u>Mar-10</u>	<u>Apr-10</u>	<u>May-10</u>	<u>Jun-10</u>	<u>36 Month Average</u>	<u>Standard Deviation</u>	<u>Penalty Threshold</u>	<u>Maximum Penalty</u>
CALL CENTER RESPONSIVENESS										
Total Calls Answered	54,434	57,904	68,819	69,418	64,205	60,075	62,906			
Abandoned Calls	1,984	1,587	2,625	2,766	2,986	1,917	4,461			
Total Calls Offered	56,418	59,491	71,444	72,184	67,191	61,992	67,367			
% Abandoned Calls	3.52%	2.67%	3.67%	3.83%	4.44%	3.09%	6.62%	3.57%	10.19%	13.76%
Answered in 60 Seconds	48,584	50,703	61,079	60,160	55,313	53,196	46,720			
% Calls Answered in 60 Seconds	86.11%	85.23%	85.49%	83.34%	82.32%	85.81%	69.35%	13.12%	56.23%	-43.11%
METER READS										
Scheduled Meters	264,026	264,125	264,201	264,189	264,165	264,168	253,581			
Meters Read	256,670	257,096	256,767	256,562	257,261	251,013	243,411			
% On-Cycle Meter Reads	97.21%	97.34%	97.19%	97.11%	97.39%	95.02%	95.99%	1.40%	94.59%	93.19%
METER TESTING										
<= 300 Cfh	1,194	1,541	1,754	1,668	1,746	1,809	17,547			
> 300 Cfh	70	80	123	83	143	105	1,203			
Total Meters Tested	1,264	1,621	1,877	1,751	1,889	1,914	18,750		15,000*	
Customer Requested Tests	4	9	18	8	4	9	9			
Tests Completed in 15 Days	4	9	18	8	4	9	9			
% Completed in 15 Days	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.69%	5.56%	94.13%	88.57%
SERVICE APPOINTMENTS										
Scheduled Service Appointments	2,829	3,253	3,949	3,816	3,860	4,158	4,784			
Completed Service Appointments	2,725	3,208	3,913	3,757	3,790	4,104	4,665			
% Service Appointments Met	96.32%	98.62%	99.09%	98.45%	98.19%	98.70%	97.52%	0.90%	96.62%	95.72%
SAFETY										
Leak-Call Response:										
Normal Business Hours:										
- Total Calls	528	430	550	890	646	586	548			
- Response in 30 Minutes or Less	504	415	521	845	633	569	522			
% in 30 Minutes or Less	95.45%	96.51%	94.73%	94.94%	97.99%	97.10%	95.24%	1.42%	93.82%	92.40%
After Business Hours:										
- Total Calls	502	438	446	532	377	320	455			
- Response in 45 Minutes or Less	485	421	431	513	361	309	437			
% in 45 Minutes or Less	96.61%	96.12%	96.64%	96.43%	95.76%	96.56%	96.09%	1.11%	94.98%	93.87%

* The meter testing measure is compiled on a calendar