

July 26, 2011

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 2011 Annual Report on Service Quality Plan

Dear Ms. Massaro:

Enclosed for filing are ten (10) copies of the annual performance results for fiscal year 2011 (“FY11”) 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, 2010 through June 30, 2011, and establishes updated benchmarks to be used in measuring performance for the period from July 1, 2011 through June 30, 2012.

Attachment 1 provides a summary of the SQ performance for both the fourth quarter and FY11, 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 FY11 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 2010. The Company has tested a total of 7,935 meters during the first six months of 2011, and is on its way to meet or exceed 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, 2011 through June 30, 2012, 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 2011 - FOURTH QUARTER REPORT (2nd Quarter CY 2011) *

<u>SERVICE QUALITY MEASURES</u>	<u>Apr-11</u>	<u>May-11</u>	<u>Jun-11</u>	<u>Total or Weighted Average</u>	<u>Benchmark for FY11</u>	<u>Penalty Threshold for FY11</u>
CALL CENTER RESPONSIVENESS						
Total Calls Answered	68,300	70,433	62,225	200,958		
Abandoned Calls	2,641	2,084	1,402	6,127		
Total Calls Offered	70,941	72,517	63,627	207,085		
% Abandoned Calls	3.72%	2.87%	2.20%	2.96%	6.62%	10.19%
Answered in 60 Seconds	60,486	64,249	58,153	182,888		
% Calls Answered in 60 Seconds	85.26%	88.60%	91.40%	88.32%	69.35%	56.23%
METER READS						
Scheduled Meters	265,547	265,657	265,605	796,809		
Meters Read	261,312	261,518	261,229	784,059		
% On-Cycle Meter Reads	98.41%	98.44%	98.35%	98.40%	95.99%	94.59%
METER TESTING						
<= 300 Cfh***	1,499	1,090	950	3,539		
> 300 Cfh***	105	56	66	227		
Total Meters Tested	1,604	1,146	1,016	3,766	15,000**	
Customer Requested Tests	5	2	2	9		
Tests Completed in 15 Days	5	2	2	9		
% Completed in 15 Days	100.0%	100.0%	100.0%	100.0%	99.69%	94.13%
SERVICE APPOINTMENTS						
Scheduled Service Appointments	3,493	3,158	2,966	9,617		
Completed Service Appointments	3,458	3,079	2,878	9,415		
% Service Appointments Met	99.00%	97.50%	97.03%	97.90%	97.52%	96.62%
SAFETY						
Leak-Call Response:						
Normal Business Hours:						
- Total Calls	441	672	694	1,807		
- Response in 30 Minutes or Less	429	650	676	1,755		
% in 30 Minutes or Less	97.28%	96.73%	97.41%	97.12%	95.24%	93.82%
After Business Hours:						
- Total Calls	301	304	305	910		
- Response in 45 Minutes or Less	294	300	297	891		
% in 45 Minutes or Less	97.67%	98.68%	97.38%	97.91%	96.09%	94.98%

* Note: Docket 3476 Fiscal year runs July 1 through June 30th.

** 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 2011 - FOURTH QUARTER REPORT

Service Quality Measures

Customer Service and Billing:

	Benchmarks & Penalties					Quarterly Performance				Annual Performance			
	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	6.62%	3.57%	10.19%	12%	\$150,000	2.96%	3.66%	1.0256	N/A	3.72%	2.90%	0.8132	\$0
Calls Answered in 60 Seconds	69.35%	13.12%	56.23%	12%	\$150,000	88.32%	18.97%	1.4455	N/A	82.34%	12.99%	0.9900	\$0
On-Cycle Meter Reads	95.99%	1.40%	94.59%	6%	\$75,000	98.40%	2.41%	1.7213	N/A	98.19%	2.20%	1.5684	\$0
Meter Testing ¹⁴	15,000			6%	\$75,000	3,766			N/A	7,935			\$0
Customer Requested Meter Tests	99.69%	5.56%	94.13%	4%	\$50,000	100.00%	0.31%	0.0558	N/A	100.00%	0.31%	0.0558	\$0
Service Appointments Met	97.52%	0.90%	96.62%	12%	\$150,000	97.90%	0.38%	0.4217	N/A	98.22%	0.70%	0.7781	\$0
<u>Safety - Leak Call Response:</u>													
Normal Business Hours-30 min or less	95.24%	1.42%	93.82%	24%	\$300,000	97.12%	1.88%	1.3256	\$0	96.10%	0.86%	0.6045	\$0
After Business Hours-45 min or less	96.09%	1.11%	94.98%	24%	\$300,000	97.91%	1.82%	1.6415	\$0	96.52%	0.43%	0.3871	\$0
				100%	\$1,250,000				\$0				\$0

Notes:

- (1)-(5) Submitted in Annual Service Quality Report filed on 7/30/10 (see Attachment 3, Cols. (1) - (3) for FY11 Benchmark, Standard Deviation and Penalty Threshold data).
- (6) Fourth quarter of fiscal year 2011 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 2011 (i.e., July '10 - June '11) 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 FY11 Report reflects activity between January '11 - June '11.

**NATIONAL GRID - GAS OPERATIONS
SERVICE QUALITY PERFORMANCE
FISCAL YEAR 2011 - ANNUAL PERFORMANCE DATA**

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

<u>SERVICE QUALITY MEASURES</u>	<u>Jul-10</u>	<u>Aug-10</u>	<u>Sep-10</u>	<u>Oct-10</u>	<u>Nov-10</u>	<u>Dec-10</u>	<u>Jan-11</u>	<u>Feb-11</u>	<u>Mar-11</u>	<u>Apr-11</u>	<u>May-11</u>	<u>Jun-11</u>	<u>Total or Weighted Average</u>
CALL CENTER RESPONSIVENESS													
Total Calls Answered	55,111	58,427	58,145	63,253	55,476	50,950	51,988	52,669	65,286	68,300	70,433	62,225	712,263
Abandoned Calls	1,715	1,377	1,879	3,970	2,864	1,644	2,677	2,178	3,064	2,641	2,084	1,402	27,495
Total Calls Offered	56,826	59,804	60,024	67,223	58,340	52,594	54,665	54,847	68,350	70,941	72,517	63,627	739,758
% Abandoned Calls	3.02%	2.30%	3.13%	5.91%	4.91%	3.13%	4.90%	3.97%	4.48%	3.83%	4.44%	3.09%	3.72%
Answered in 60 Seconds	48,846	50,539	48,986	47,773	44,797	43,793	41,558	44,697	55,235	60,486	64,249	58,153	609,112
% Calls Answered in 60 Seconds	85.96%	84.51%	81.61%	71.07%	76.79%	83.27%	76.02%	81.49%	80.81%	85.26%	88.60%	91.40%	82.34%
METER READS													
Scheduled Meters	264,039	263,923	264,127	264,257	264,497	265,001	265,468	265,592	265,545	265,547	265,657	265,605	3,179,258
Meters Read	258,176	258,364	258,944	259,308	259,618	259,949	260,855	260,973	261,332	261,312	261,518	261,229	3,121,578
% On-Cycle Meter Reads	97.78%	97.89%	98.04%	98.13%	98.16%	98.09%	98.26%	98.26%	98.41%	98.41%	98.44%	98.35%	98.19%
METER TESTING													
<= 300 Cfh	1630	1180	1229	1257	1371	901	1041	1297	1537	1,499	1,090	950	14,982
> 300 Cfh	174	127	82	54	94	81	106	66	122	105	56	66	1,133
Total Meters Tested*	1,804	1,307	1,311	1,311	1,465	982	1,147	1,363	1,659	1,604	1,146	1,016	16,115
Customer Requested Tests	5	3	6	2	7	6	3	5	1	5	2	2	47
Tests Completed in 15 Days	5	3	6	2	7	6	3	5	1	5	2	2	47
% 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	3663	3421	3681	3929	4401	3277	2506	2737	3562	3,493	3,158	2,966	40,794
Completed Service Appointments	3610	3382	3606	3841	4301	3219	2460	2700	3534	3,458	3,079	2,878	40,068
% Service Appointments Met	98.55%	98.86%	97.96%	97.76%	97.73%	98.23%	98.16%	98.65%	99.21%	99.00%	97.50%	97.03%	98.22%
SAFETY													
Leak-Call Response:													
Normal Business Hours:													
- Total Calls	478	578	618	546	593	600	560	479	405	441	672	694	6,664
- Response in 30 Minutes or Less	463	568	596	521	566	568	539	441	387	429	650	676	6,404
% in 30 Minutes or Less	96.86%	98.27%	96.44%	95.42%	95.45%	94.67%	96.25%	92.07%	95.56%	97.28%	96.73%	97.41%	96.10%
After Business Hours:													
- Total Calls	319	405	406	588	613	527	615	442	347	301	304	305	5,172
- Response in 45 Minutes or Less	309	390	394	569	575	505	596	426	337	294	300	297	4,992
% in 45 Minutes or Less	96.87%	96.30%	97.04%	96.77%	93.80%	95.83%	96.91%	96.38%	97.12%	97.67%	98.68%	97.38%	96.52%

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

**NATIONAL GRID - GAS OPERATIONS
 SERVICE QUALITY BENCHMARKS
 FISCAL YEAR 2012**

Measures

Customer Service and Billing:

	Benchmark (Mean) FY11	Standard Deviation (+/-)	Penalty Threshold
Abandoned Calls	5.84%	3.51%	9.35%
Calls Answer in 60 Seconds	72.99%	13.91%	59.08%
On-Cycle Meter Reads	97.21%	1.12%	96.09%
Meter Testing*	15,000		
Customer Requested Meter Tests	99.60%	5.56%	94.04%
Service Appointments Met	97.81%	0.82%	96.99%

Safety - Leak Call Response:

Normal Business Hours-30 min or less	95.70%	1.32%	94.38%
After Business Hours-45 min or less	96.32%	1.05%	95.27%

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

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

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	Jul-09	Aug-09	Sep-09
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	66,436	60,551	62,345
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	3,935	4,430	2,591
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	70,371	64,981	64,936
% 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%	5.59%	6.82%	3.99%
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	54,249	44,988	48,883
% 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%	77.09%	69.23%	75.28%
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	229,508	266,572	260,957
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	224,786	260,243	254,784
% 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%	97.94%	97.63%	97.63%
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	1,638	1,225	1,568
> 300 Cfh	69	78	78	73	12	45	122	137	173	117	115	113	65	50	152
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	1,703	1,275	1,720
Customer Requested Tests	9	3	1	7	3	10	11	17	19	19	4	12	7	5	3
Tests Completed in 15 Days	9	2	1	7	3	10	11	17	19	19	4	12	7	5	3
% 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%	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	3,517	2,970	4,112
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	3,415	2,882	4,008
% 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%	97.10%	97.04%	97.47%
SAFETY															
Leak-Call Response:															
Normal Business Hours:															
- Total Calls	433	435	551	843	527	515	474	458	597	631	642	769	771	674	702
- Response in 30 Minutes or Less	414	414	532	797	507	487	453	438	572	615	617	735	724	636	658
% 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%	93.90%	94.36%	93.73%
After Business Hours:															
- Total Calls	323	358	448	658	580	546	590	517	650	489	493	470	409	398	439
- Response in 45 Minutes or Less	308	341	432	641	562	525	564	504	616	476	473	454	394	382	423
% 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%	96.33%	95.98%	96.36%

* 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-09</u>	<u>Nov-09</u>	<u>Dec-09</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>Jul-10</u>	<u>Aug-10</u>	<u>Sep-10</u>	<u>Oct-10</u>	<u>Nov-10</u>	<u>Dec-10</u>
Total Calls Answered	69,617	50,091	50,007	54,434	57,904	68,819	69,418	64,205	60,075	55,111	58,427	58,145	63,253	55,476	50,950
Abandoned Calls	11,059	2,176	1,437	1,984	1,587	2,625	2,766	2,986	1,917	1,715	1,377	1,879	3,970	2,864	1,644
Total Calls Offered	80,676	52,267	51,444	56,418	59,491	71,444	72,184	67,191	61,992	56,826	59,804	60,024	67,223	58,340	52,594
% Abandoned Calls	13.71%	4.16%	2.79%	3.52%	2.67%	3.67%	3.83%	4.44%	3.09%	3.02%	2.30%	3.13%	5.91%	4.91%	3.13%
Answered in 60 Seconds	33,550	28,656	30,891	48,584	50,703	61,079	60,160	55,313	53,196	48,846	50,539	48,986	47,773	44,797	43,793
% Calls Answered in 60 Seconds	41.59%	54.83%	60.05%	86.11%	85.23%	85.49%	83.34%	82.32%	85.81%	85.96%	84.51%	81.61%	71.07%	76.79%	83.27%

METER READS

Scheduled Meters	263,422	264,068	263,603	264,026	264,125	264,201	264,189	264,165	264,168	264,039	263,923	264,127	264,257	264,497	265,001
Meters Read	254,498	256,460	255,065	256,670	257,096	256,767	256,562	257,261	251,013	258,176	258,364	258,944	259,308	259,618	259,949
% On-Cycle Meter Reads	96.61%	97.12%	96.76%	97.21%	97.34%	97.19%	97.11%	97.39%	95.02%	97.78%	97.89%	98.04%	98.13%	98.16%	98.09%

METER TESTING

<= 300 Cfh	1,618	856	658	1,194	1,541	1,754	1,668	1,746	1,809	1,630	1,180	1,229	1,257	1,371	901
> 300 Cfh	82	83	43	70	80	123	83	143	105	174	127	82	54	94	81
Total Meters Tested	1,700	939	701	1,264	1,621	1,877	1,751	1,889	1,914	1,804	1,307	1,311	1,311	1,465	982
Customer Requested Tests	5	6	8	4	9	18	8	4	9	5	3	6	2	7	6
Tests Completed in 15 Days	5	6	8	4	9	18	8	4	9	5	3	6	2	7	6
% 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	4,473	3,336	3,037	2,829	3,253	3,949	3,816	3,860	4,158	3,663	3,421	3,681	3,929	4,401	3,277
Completed Service Appointments	4,369	3,237	2,908	2,725	3,208	3,913	3,757	3,790	4,104	3,610	3,382	3,606	3,841	4,301	3,219
% Service Appointments Met	97.67%	97.03%	95.75%	96.32%	98.62%	99.09%	98.45%	98.19%	98.70%	98.55%	98.86%	97.96%	97.76%	97.73%	98.23%

SAFETY

Leak-Call Response:

Normal Business Hours:

- Total Calls	816	550	625	528	430	550	890	646	586	478	578	618	546	593	600
- Response in 30 Minutes or Less	773	537	591	504	415	521	845	633	569	463	568	596	521	566	568
% in 30 Minutes or Less	94.73%	97.64%	94.56%	95.45%	96.51%	94.73%	94.94%	97.99%	97.10%	96.86%	98.27%	96.44%	95.42%	95.45%	94.67%

After Business Hours:

- Total Calls	600	476	576	502	438	446	532	377	320	319	405	406	588	613	527
- Response in 45 Minutes or Less	586	459	537	485	421	431	513	361	309	309	390	394	569	575	505
% in 45 Minutes or Less	97.67%	96.43%	93.23%	96.61%	96.12%	96.64%	96.43%	95.76%	96.56%	96.87%	96.30%	97.04%	96.77%	93.80%	95.83%

* The meter testing measure is compiled on a calend

NATIONAL GRID - GAS OPERATIONS
SERVICE QUALITY BENCHMARKS

SERVICE QUALITY MEASURES	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	36 Month Average	Standard Deviation	Penalty Threshold	Maximum Penalty
CALL CENTER RESPONSIVENESS										
Total Calls Answered	51,988	52,669	65,286	68,300	70,433	62,225	61,869			
Abandoned Calls	2,677	2,178	3,064	2,641	2,084	1,402	3,840			
Total Calls Offered	54,665	54,847	68,350	70,941	72,517	63,627	65,710			
% Abandoned Calls	4.90%	3.97%	4.48%	3.72%	2.87%	2.20%	5.84%	3.51%	9.35%	12.86%
Answered in 60 Seconds	41,558	44,697	55,235	60,486	64,249	58,153	47,964			
% Calls Answered in 60 Seconds	76.02%	81.49%	80.81%	85.26%	88.60%	91.40%	72.99%	13.91%	59.08%	-45.17%
METER READS										
Scheduled Meters	265,468	265,592	265,545	265,547	265,657	265,605	261,355			
Meters Read	260,855	260,973	261,332	261,312	261,518	261,229	254,072			
% On-Cycle Meter Reads	98.26%	98.26%	98.41%	98.41%	98.44%	98.35%	97.21%	1.12%	96.09%	94.97%
METER TESTING										
<= 300 Cfh	1041	1297	1537	1,499	1,090	950	17,059			
> 300 Cfh	106	66	122	105	56	66	1,115			
Total Meters Tested	1,147	1,363	1,659	1,604	1,146	1,016	18,174		15,000*	
Customer Requested Tests	3	5	1	5	2	2	7			
Tests Completed in 15 Days	3	5	1	5	2	2	7			
% Completed in 15 Days	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	99.60%	5.56%	94.04%	88.48%
SERVICE APPOINTMENTS										
Scheduled Service Appointments	2506	2737	3562	3,493	3,158	2,966	4,100			
Completed Service Appointments	2460	2700	3534	3,458	3,079	2,878	4,010			
% Service Appointments Met	98.16%	98.65%	99.21%	99.00%	97.50%	97.03%	97.81%	0.82%	96.99%	96.17%
SAFETY										
Leak-Call Response:										
Normal Business Hours:										
- Total Calls	560	479	405	441	672	694	592			
- Response in 30 Minutes or Less	539	441	387	429	650	676	566			
% in 30 Minutes or Less	96.25%	92.07%	95.56%	97.28%	96.73%	97.41%	95.70%	1.32%	94.38%	93.06%
After Business Hours:										
- Total Calls	615	442	347	301	304	305	467			
- Response in 45 Minutes or Less	596	426	337	294	300	297	450			
% in 45 Minutes or Less	96.91%	96.38%	97.12%	97.67%	98.68%	97.38%	96.32%	1.05%	95.27%	94.22%

* The meter testing measure is compiled on a calend