

July 30, 2012

VIA HAND DELIVERY & ELECTRONIC MAIL

Luly E. Massaro, Commission Clerk
Rhode Island Public Utilities Commission
89 Jefferson Boulevard
Warwick, RI 02888

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PUBLIC UTILITIES COMMISSION

RE: Docket 3476 – Fiscal Year 2012 Annual Report on Service Quality Plan

Dear Ms. Massaro:

Enclosed for filing are ten (10) copies of the annual performance results for fiscal year 2012 (“FY12”)¹ for the Rhode Island gas operations of National Grid², under its Service Quality (“SQ”) Plan as established in the above-captioned docket. This annual report covers the period from July 1, 2011 through June 30, 2012, and establishes updated benchmarks to be used in measuring performance for the period from July 1, 2012 through June 30, 2013.

Attachment 1 provides a summary of the SQ performance for both the fourth quarter and FY12, 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 was within one standard deviation of the established benchmarks in all areas with the exception of Service Appointments Met. In addition, as shown on Attachment 1, Page 2, Col. (12), the Company’s FY12 performance was within one standard deviation of the established benchmarks in all areas with the exception of Service Appointments Met.

For FY12, the Company’s actual performance for the Service Appointments Met measure was 96.26%, which is 0.73% below the penalty threshold of 96.99%. The actual performance was also 1.8929 standard deviations from the benchmark mean of 97.88% which triggers a penalty of \$133,935³. The Company has reviewed factors contributing to its FY 12 Service Appointments Met performance, and has found that issues related to the implementation of a new Customer Service System (CSS), which handles appointment scheduling, dispatching, and field data capture significantly contributed to the deficiency in this performance measure since its implementation during January 2012.

Please note that the Company had made minor adjustments to the call volume metrics for Total Calls Answered and Percentage of Calls Answered within 60 Seconds previously reported

¹ Docket 3476 fiscal year runs July 1 through June 30th.

² The Narragansett Electric Company d/b/a National Grid (“National Grid” or the “Company”).

³ The penalty dollars are calculated as follows: $(1.8929 - 1.0) \times \$150,000 = \$133,935$

Luly E. Massaro, Commission Clerk
July 30, 2012
Page 2 of 2

with the third quarter SQ filing for the months of January, February, and March 2012. While preparing the data for the fourth quarter filing, the Company discovered the volume initially reported during the months on January through March were calculated using a service level of calls answered within 20 seconds rather than the required measurement of calls answered within 60 seconds. The adjustment results in a higher service level performance for all three months. The corrected data by performance measure is as follows:

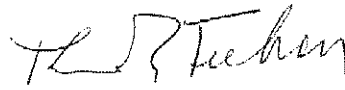
<u>Total Calls Answered:</u>	Jan, 2012 from Q3 (49,309) to corrected Q4 (53,346)
<u>Answered in 60 Seconds:</u>	Jan, 2012 from Q3 (36,045) to corrected Q4 (40,502)
	Feb, 2012 from Q3 (62,048) to corrected Q4 (65,162)
	Mar, 2012 from Q3 (57,401) to corrected Q4 (60,349)

The benchmark for meter testing is based on a calendar year basis, and the Company exceeded the benchmark for the twelve months ending December 2011. The Company has tested a total of 7,442 meters during the first six months of 2012.

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, 2012 through June 30, 2013, 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% would not be reasonable or practical. Accordingly, for this measure only (customer requested meter tests), the Company proposes to use the benchmark from FY11.

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
Steve Scialabba, Division
Leo Wold, Esq.

**NATIONAL GRID - GAS OPERATIONS
SERVICE QUALITY PERFORMANCE
FISCAL YEAR 2012 - FOURTH QUARTER REPORT (2nd Quarter CY2012) ****

<u>SERVICE QUALITY MEASURES</u>	<u>Apr-12</u>	<u>May-12</u>	<u>Jun-12</u>	<u>Total or Weighted Average</u>	<u>Benchmark</u>	<u>Penalty Threshold</u>
<u>CALL CENTER RESPONSIVENESS</u>						
Total Calls Answered	58,815	63,660	54,749	177,224		
Abandoned Calls	<u>767</u>	<u>1,133</u>	<u>784</u>	<u>2,684</u>		
Total Calls Offered	59,582	64,793	55,533	179,908		
% Abandoned Calls	1.29%	1.75%	1.41%	1.49%	5.84%	9.35%
Answered in 60 Seconds	55,172	57,515	51,349	164,036		
% Calls Answered in 60 Seconds	92.60%	88.77%	92.47%	91.18%	72.99%	59.08%
<u>METER READS</u>						
Scheduled Meters	265,952	265,969	266,418	798,339		
Meters Read	260,934	260,934	261,477	783,345		
% On-Cycle Meter Reads	98.11%	98.11%	98.15%	98.12%	97.21%	96.09%
<u>METER TESTING</u>						
<= 300 Cfh***	1,033	989	1,237	3,259		
> 300 Cfh***	84	42	72	198		
Total Meters Tested				3,457	15,000**	
Customer Requested Tests	0	0	0	0		
Tests Completed in 15 Days	0	0	0	0		
% Completed in 15 Days	100.00%	100.0%	100.0%	100.0%	99.60%	94.04%
<u>SERVICE APPOINTMENTS</u>						
Scheduled Service Appointments	3,216	3,357	3,811	10,384		
Completed Service Appointments	3,075	3,212	3,626	9,913		
% Service Appointments Met	95.62%	95.68%	95.15%	95.46%	97.81%	96.99%
<u>SAFETY</u>						
Leak-Call Response:						
Normal Business Hours:						
- Total Calls	484	677	589	1,750		
- Response in 30 Minutes or Less	464	654	571	1,689		
% in 30 Minutes or Less	95.87%	96.60%	96.94%	96.51%	95.70%	94.38%
After Business Hours:						
- Total Calls	279	265	342	886		
- Response in 45 Minutes or Less	272	258	330	860		
% in 45 Minutes or Less	97.49%	97.36%	96.49%	97.07%	96.32%	95.27%

* 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.

NATIONAL GRID - GAS OPERATIONS
 SERVICE QUALITY PERFORMANCE
 FISCAL YEAR 2012 - FOURTH QUARTER REPORT

Benchmark (Mean) (1)	Benchmarks & Penalties				Quarterly Performance				Annual Performance			
	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)	Penalty (13)
5.84%	3.51%	9.35%	12%	\$150,000	1.49%	4.35%	1.2388	N/A	3.56%	2.28%	0.6509	\$0
72.99%	13.91%	59.08%	12%	\$150,000	91.18%	18.19%	1.3075	N/A	82.19%	9.20%	0.6613	\$0
97.21%	1.12%	96.09%	6%	\$75,000	98.12%	0.91%	0.8142	N/A	96.78%	-0.43%	0.3816	\$0
15,000			6%	\$75,000	3,457			N/A	7,442			\$0
95.60%	5.56%	94.04%	4%	\$50,000	100.00%	0.40%	0.0719	N/A	100.00%	0.40%	0.0719	\$0
97.81%	0.82%	96.99%	12%	\$150,000	95.46%	-2.35%	2.8608	N/A	96.26%	-1.55%	1.8929	\$133,935
95.70%	1.32%	94.38%	24%	\$300,000	96.51%	0.81%	0.6169	\$0	95.51%	-0.19%	0.1414	\$0
96.32%	1.05%	95.27%	24%	\$300,000	97.07%	0.75%	0.7100	\$0	96.97%	0.65%	0.6157	\$0
			100%	\$1,250,000				\$0				\$133,935

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

Notes:

- (1)-(5) Submitted in Annual Service Quality Report filed on 7/26/11 (see Attachment 3, Cols. (1) - (5) for FY11 Benchmark, Standard Deviation and Penalty Threshold data).
- (6) Fourth quarter of fiscal year 2012 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 2012 (i.e., July '11 - June '12) 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 FY12 Report reflects activity between January '12 through June '12.

NATIONAL GRID - GAS OPERATIONS
SERVICE QUALITY PERFORMANCE
FISCAL YEAR 2012 - ANNUAL PERFORMANCE DATA

	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Total or Weighted Average
SERVICE QUALITY MEASURES													
CALL CENTER RESPONSIVENESS													
Total Calls Answered	54,892	58,043	58,284	63,456	59,837	51,258	53,346	75,262	66,824	58,815	63,660	54,749	718,426
Abandoned Calls	1,285	1,811	3,291	4,855	4,562	2,190	2,646	2,007	1,152	767	1,133	784	26,483
Total Calls Offered	56,177	59,854	61,575	68,311	64,399	53,448	55,992	77,269	67,976	59,582	64,793	55,533	744,909
% Abandoned Calls	2.29%	3.03%	5.34%	7.11%	7.08%	4.10%	4.73%	2.60%	1.69%	1.29%	1.75%	1.41%	3.56%
Answered in 60 Seconds	50,577	52,613	45,135	45,952	44,991	42,919	40,502	65,162	60,349	55,172	57,515	51,349	612,236
% Calls Answered in 60 Seconds	90.03%	87.90%	73.30%	67.27%	69.86%	80.30%	72.34%	84.33%	88.78%	92.60%	88.77%	92.47%	82.19%
METER READS													
Scheduled Meters	265,621	265,575	264,968	265,945	266,162	266,768	266,950	266,415	265,992	265,952	265,969	266,418	3,192,735
Meters Read	261,309	260,498	216,626	261,546	261,946	262,309	262,060	259,135	260,934	260,934	260,934	261,477	3,090,013
% On-Cycle Meter Reads	98.38%	98.09%	81.76%	98.35%	98.15%	98.19%	98.26%	98.37%	97.42%	98.11%	98.11%	98.15%	96.78%
METER TESTING													
<= 300 Cfh	994	829	967	2388	1928	1046	1031	1068	1660	1033	989	1237	15,170
> 300 Cfh	126	96	123	140	173	64	72	85	69	84	42	72	1,146
Total Meters Tested*	1,120	925	1,090	2,528	2,101	1,110	1,103	1,153	1,729	1,117	1,031	1,309	16,316
Customer Requested Tests	1	4	0	1	0	1	0	0	1	0	0	0	8
Tests Completed in 15 Days	1	4	0	1	0	1	0	0	1	0	0	0	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%
SERVICE APPOINTMENTS													
Scheduled Service Appointments	2900	2625	3038	5024	4889	3214	3286	3565	4526	3216	3357	3811	43,451
Completed Service Appointments	2870	2574	3006	4881	4705	3158	3097	3271	4350	3075	3212	3626	41,825
% Service Appointments Met	98.97%	98.06%	98.95%	97.15%	96.24%	98.26%	94.25%	91.75%	96.11%	95.62%	95.68%	95.15%	96.26%
SAFETY													
Leak-Call Response:													
Normal Business Hours:													
- Total Calls	586	667	504	628	549	535	544	417	395	484	677	589	6,575
- Response in 30 Minutes or Less	570	642	474	598	513	510	513	386	385	464	654	571	6,280
% in 30 Minutes or Less	97.27%	96.25%	94.05%	95.22%	93.44%	95.33%	94.30%	92.57%	97.47%	95.87%	96.60%	96.94%	95.81%
After Business Hours:													
- Total Calls	333	376	334	544	609	562	446	385	305	279	265	342	4,780
- Response in 45 Minutes or Less	312	366	329	531	589	540	438	371	299	272	258	330	4,635
% in 45 Minutes or Less	93.69%	97.34%	98.50%	97.61%	96.72%	96.09%	98.21%	96.36%	98.03%	97.49%	97.36%	96.49%	96.97%

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

**NATIONAL GRID - GAS OPERATIONS
 SERVICE QUALITY BENCHMARKS
 FISCAL YEAR 2013**

Measures

Customer Service and Billing:

	Benchmark (Mean) FY13	Standard Deviation (+/-)	Penalty Threshold
Abandoned Calls	4.14%	2.25%	6.39%
Calls Answer in 60 Seconds	79.34%	10.98%	68.36%
On-Cycle Meter Reads	97.35%	2.76%	94.59%
Meter Testing*	15,000		
Customer Requested Meter Tests	99.60%	5.56%	94.04%
Service Appointments Met	97.38%	1.58%	95.80%

Safety - Leak Call Response:

Normal Business Hours-30 min or less	95.63%	1.53%	94.10%
After Business Hours-45 min or less	96.53%	1.19%	95.34%

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

NATIONAL GRID - GAS OPERATIONS
 SERVICE QUALITY BENCHMARKS

	Jul-09	Aug-09	Sep-09	Oct-09	Nov-09	Dec-09	Jan-10	Feb-10	Mar-10	Apr-10	May-10	Jun-10	Jul-10	Aug-10	Sept-10	Oct-10
SERVICE QUALITY MEASURES																
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	55,111	58,427	58,145	63,253
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	1,715	1,377	1,879	3,970
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	56,826	59,804	60,024	67,223
% 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%	3.02%	2.30%	3.13%	5.91%
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	48,846	50,559	48,986	47,773
% 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%	85.96%	84.51%	81.61%	71.07%
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	264,039	263,923	264,127	264,257
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	258,176	258,364	258,944	259,308
% 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%	97.78%	97.89%	98.04%	98.13%
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	1,630	1,180	1,229	1,257
> 300 Cfh	65	50	152	82	83	43	70	80	123	83	143	105	174	127	82	54
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	1,804	1,307	1,311	1,311
Customer Requested Tests	7	5	3	5	6	8	4	9	18	8	4	9	5	3	6	2
Tests Completed in 15 Days	7	5	3	5	6	8	4	9	18	8	4	9	5	3	6	2
% 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%	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	3,663	3,421	3,681	3,929
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	3,610	3,382	3,606	3,841
% Service Appointments Met	97.10%	97.04%	97.47%	97.67%	97.03%	95.75%	96.32%	98.62%	98.09%	98.45%	98.19%	98.70%	98.55%	98.86%	97.96%	97.76%
SAFETY																
Leak-Call Response:																
Normal Business Hours:	771	674	702	816	550	625	528	430	550	890	646	586	478	578	618	546
- Total Calls	724	636	658	773	537	591	504	415	521	845	633	569	463	568	596	521
- Response 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%	96.86%	98.27%	96.44%	95.42%
After Business Hours:	409	398	439	600	476	576	502	438	446	532	377	320	319	405	406	588
- Total Calls	394	382	423	586	459	537	485	421	431	513	361	309	309	390	394	569
- Response 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%	96.87%	96.30%	97.04%	96.77%

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

NATIONAL GRID - GAS OPERATIONS
 SERVICE QUALITY BENCHMARKS

	Nov-10	Dec-10	Jan-11	Feb-11	Mar-11	Apr-11	May-11	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12
SERVICE QUALITY MEASURES																
CALL CENTER RESPONSIVENESS																
Total Calls Answered	55,476	50,950	51,988	52,669	65,286	68,300	70,433	62,225	54,892	58,043	58,284	63,456	59,837	51,258	53,346	75,262
Abandoned Calls	2,864	1,644	2,677	2,178	3,064	2,641	2,084	1,402	1,285	1,811	3,291	4,855	4,562	2,190	2,646	2,007
Total Calls Offered	58,340	52,594	54,665	54,847	68,350	70,941	72,517	63,627	56,177	59,854	61,575	68,311	64,399	53,448	55,992	77,269
% Abandoned Calls	4.91%	3.13%	4.90%	3.97%	4.48%	3.72%	2.87%	2.20%	2.29%	3.03%	5.34%	7.11%	7.08%	4.10%	4.73%	2.60%
Answered in 60 Seconds	44,797	43,793	41,558	44,697	55,235	60,486	64,249	58,153	50,577	52,613	45,135	45,952	44,991	42,919	40,502	65,162
% Calls Answered in 60 Seconds	76.79%	83.27%	76.02%	81.49%	80.81%	85.26%	88.60%	91.40%	90.03%	87.90%	73.30%	67.27%	69.86%	80.30%	72.34%	84.33%
METER READS																
Scheduled Meters	264,497	265,001	265,468	265,592	265,545	265,547	265,657	265,605	265,621	265,575	264,968	265,945	266,162	266,768	266,950	266,415
Meters Read	259,618	259,949	260,855	260,973	261,332	261,312	261,518	261,229	261,309	260,498	216,626	261,546	261,239	261,946	262,309	262,060
% On-Cycle Meter Reads	98.16%	98.05%	98.26%	98.41%	98.41%	98.41%	98.44%	98.35%	98.38%	98.09%	81.76%	98.35%	98.15%	98.19%	98.26%	98.37%
METER TESTING																
<= 300 Cfh	1371	901	1041	1297	1537	1,499	1,090	950	994	829	967	2388	1928	1046	1031	1068
> 300 Cfh	94	81	106	66	122	105	56	66	126	96	123	140	173	64	72	85
Total Meters Tested	1,465	982	1,147	1,363	1,659	1,604	1,146	1,016	1,120	925	1,090	2,528	2,101	1,110	1,103	1,153
Customer Requested Tests	7	6	3	5	1	5	2	2	1	4	0	1	0	1	0	1
Tests Completed in 15 Days	7	6	3	5	1	5	2	2	1	4	0	1	0	1	0	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%	100.0%	100.0%	100.0%
SERVICE APPOINTMENTS																
Scheduled Service Appointments	4401	3277	2506	2737	3562	3,493	3,158	2,966	2900	2625	3038	5024	4889	3214	3286	3565
Completed Service Appointments	4301	3219	2460	2700	3534	3,458	3,079	2,878	2870	2574	3006	4881	4705	3158	3097	3271
% Service Appointments Met	97.73%	98.23%	98.16%	98.65%	99.21%	99.00%	97.50%	97.03%	98.97%	98.06%	98.95%	97.15%	96.24%	98.26%	94.25%	91.75%
SAFETY																
Leak-Call Response:																
Normal Business Hours:																
- Total Calls	593	600	560	479	405	441	672	694	586	667	504	628	549	535	544	417
- Response in 30 Minutes or Less	566	568	539	441	387	429	650	676	570	642	474	598	513	510	513	386
% in 30 Minutes or Less	95.45%	94.67%	96.25%	92.07%	95.56%	97.28%	96.73%	97.41%	97.27%	96.23%	94.05%	95.22%	93.44%	95.33%	94.30%	92.57%
After Business Hours:																
- Total Calls	613	527	615	442	347	301	304	305	333	376	334	544	609	562	446	385
- Response in 45 Minutes or Less	575	505	596	426	337	294	300	297	312	366	329	531	589	540	438	371
% in 45 Minutes or Less	93.80%	95.83%	96.91%	96.38%	97.12%	97.67%	98.68%	97.38%	93.69%	97.34%	98.50%	97.61%	96.72%	96.09%	98.21%	96.36%

* The meter testing measure is compiled on a calendar

NATIONAL GRID - GAS OPERATIONS
 SERVICE QUALITY BENCHMARKS

SERVICE QUALITY MEASURES CALL CENTER RESPONSIVENESS	Mar-12	Apr-12	May-12	Jun-12	36 Month Average	Standard Deviation	Penalty Threshold	Maximum Penalty
	Total Calls Answered	66,824	58,815	63,660	54,749	60,128		
Abandoned Calls	1,152	767	1,133	784	2,596			
Total Calls Offered	67,976	59,582	64,793	55,533	62,724			
% Abandoned Calls	1.69%	1.29%	1.75%	1.41%	4.14%	2.25%	6.39%	8.64%
Answered in 60 Seconds	60,349	55,172	57,515	51,349	49,767			
% Calls Answered in 60 Seconds	88.78%	92.60%	88.77%	92.47%	79.34%	10.98%	68.36%	-57.38%
METER READS								
Scheduled Meters	265,992	265,952	265,969	266,418	264,028			
Meters Read	259,135	260,934	260,934	261,477	257,022			
% On-Cycle Meter Reads	97.42%	98.11%	98.11%	98.15%	97.35%	2.76%	94.59%	91.83%
METER TESTING								
<= 300 Cfh	1660	1033	989	1237	15,809			
> 300 Cfh	69	84	42	72	1,119			
Total Meters Tested	1,729	1,117	1,031	1,309	16,928		15,000*	
Customer Requested Tests	0	0	0	0	4			
Tests Completed in 15 Days	0	0	0	0	4			
% Completed in 15 Days	100.0%	100.0%	100.0%	100.0%	100.00%	0.00%	100.00%	100.00%
SERVICE APPOINTMENTS								
Scheduled Service Appointments	4526	3216	3357	3811	3,543			
Completed Service Appointments	4350	3075	3212	3626	3,450			
% Service Appointments Met	96.11%	95.62%	95.68%	95.15%	97.38%	1.58%	95.80%	94.22%
SAFETY								
Leak-Call Response:								
Normal Business Hours:								
- Total Calls	395	484	677	589	584			
- Response in 30 Minutes or Less	385	464	654	571	558			
% in 30 Minutes or Less	97.47%	95.87%	96.60%	96.94%	95.63%	1.53%	94.10%	92.57%
After Business Hours:								
- Total Calls	305	279	265	342	430			
- Response in 45 Minutes or Less	299	272	258	330	415			
% in 45 Minutes or Less	98.03%	97.49%	97.36%	96.49%	96.53%	1.19%	95.34%	94.15%

* The meter testing measure is compiled on a calendar