

July 31, 2013

**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 2013 Annual Report on Service Quality Plan**

Dear Ms. Massaro:

Enclosed for filing are ten (10) copies of the annual performance results for fiscal year 2013 (“FY13”)<sup>1</sup> for the gas operations of National Grid<sup>2</sup> under its Service Quality (“SQ”) Plan as established in the above-captioned docket. This annual report covers the period from July 1, 2012 through June 30, 2013, and establishes updated benchmarks to be used in measuring performance for the period from July 1, 2013 through June 30, 2014.

Attachment 1 provides a summary of the SQ performance for both the fourth quarter and annual performance for FY13, 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, or better, of the established benchmarks in all areas. In addition, as shown on Attachment 1, Page 2, Col. (12), the Company’s FY13 annual performance was within one standard deviation, or better, of the established benchmarks in all areas.

The benchmark for meter testing is based on a calendar year basis, and was revised in October, 2012 to reflect the revised Division 2006 Gas Regulations. The Company has tested a total of 3400 meters during the first six months of 2013. In addition, the After Business Hours benchmarks were modified effective January 1, 2013 and are now fixed at a mean 95.27 percent, with a penalty threshold of 94.38 percent.

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, 2013 through June 30, 2014, 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

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<sup>1</sup> Fiscal year runs July 1 through June 30

<sup>2</sup> The Narragansett Electric Company d/b/a National Grid (herein referred to as “National Grid” or the “Company”).

Luly E. Massaro, Commission Clerk  
Docket 3476 – Fiscal Year 2013 Annual Report  
July 31, 2013  
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completed 100 percent 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 percent. Establishing a benchmark of 100 percent would not be reasonable or practical. Accordingly, for this measure only (customer requested meter tests), the Company proposes to use a mean benchmark of 99.60 percent with a penalty threshold of 94.04 percent, which were utilized in fiscal years 2011 and 2012.

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 2013 - FOURTH QUARTER REPORT (2nd Quarter CY2013) \*\***

<u>SERVICE QUALITY MEASURES</u>	<u>Apr-13</u>	<u>May-13</u>	<u>Jun-13</u>	<u>Total or Weighted Average</u>	<u>Benchmark</u>	<u>Penalty Threshold</u>
<b><u>CALL CENTER RESPONSIVENESS</u></b>						
Total Calls Answered	47,832	55,271	45,876	148,979		
Abandoned Calls	1,584	2,550	1,898	6,032		
Total Calls Offered	49,416	57,821	47,774	155,011		
<b>% Abandoned Calls</b>	3.21%	4.41%	3.97%	<b>3.89%</b>	4.14%	6.39%
Answered in 60 Seconds	39,263	42,788	36,051	118,102		
<b>% Calls Answered in 60 Seconds</b>	79.45%	74.00%	75.46%	<b>76.19%</b>	79.34%	68.36%
<b><u>METER READS</u></b>						
Scheduled Meters	269,440	269,670	268,663	807,773		
Meters Read	264,787	264,774	263,327	792,888		
<b>% On-Cycle Meter Reads</b>	98.27%	98.18%	98.01%	<b>98.16%</b>	97.35%	94.59%
<b><u>METER TESTING**</u></b>						
					<b>CALENDAR YTD</b>	<b>CY2013 GOAL</b>
<= 500 Cfh*** (180 month test interval)	449	348	309	1,106	3090	12,455
> 500 Cfh (120 month test interval)	49	48	30	127	310	997
<b><u>CUSTOMER REQUESTED TESTS</u></b>						
Customer Requested Tests	1	4	2	7		
Tests Completed in 15 Days	1	4	2	7		
<b>% Completed in 15 Days</b>	100.00%	100.0%	100.0%	<b>100.0%</b>	99.60%	94.04%
<b><u>SERVICE APPOINTMENTS</u></b>						
Scheduled Service Appointments	2,914	2,729	2,384	8,027		
Completed Service Appointments	2,862	2,604	2,259	7,725		
<b>% Service Appointments Met</b>	98.22%	95.42%	94.76%	<b>96.24%</b>	97.38%	95.80%
<b><u>SAFETY</u></b>						
<b>Leak-Call Response:</b>						
<b>Normal Business Hours:</b>						
- Total Calls	406	734	557	1,697		
- Response in 30 Minutes or Less	389	706	530	1,625		
<b>% in 30 Minutes or Less</b>	95.81%	96.19%	95.15%	<b>95.76%</b>	95.63%	94.10%
<b>After Business Hours****:</b>						
- Total Calls	303	299	318	920		
- Response in 45 Minutes or Less	297	288	307	892		
<b>% in 45 Minutes or Less</b>	98.02%	96.32%	96.54%	<b>96.96%</b>	95.27%	94.38%

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

\*\* The meter testing measure is compiled on a calendar year ("CY") basis and the final CY results will be adjusted to reflect the total of attempted periodic tests of meters and will be provided at calendar year end.

\*\*\* The definition of commercial and residential meters changed in October 2012 to reflect the revised Division 2006 Regulations. Under those 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.

\*\*\*\* The After Business Hours benchmarks were modified effective January 1, 2013 and are now fixed at a mean 95.27% with a penalty threshold of 94.38%

NATIONAL GRID - GAS OPERATIONS  
SERVICE QUALITY PERFORMANCE  
FISCAL YEAR 2013 - FOURTH QUARTER REPORT

Service Quality Measures

Customer Service and Billing:

Abandoned Calls  
Calls Answered in 60 Seconds  
On-Cycle Meter Reads

Meter Testing<sup>14</sup>

Total Meters <=500 Cfh Tested (180 month test interval)  
Total Meters >500 Cfh Tested (120 month test interval)

Customer Requested Meter Tests

Service Appointments Met

Safety - Leak Call Response:

Normal Business Hours-30 min or less  
After Business Hours<sup>15</sup>-45 min or less

Benchmarks & Penalties					Quarterly Performance				Annual Performance			
Benchmark (Mean)	Standard Deviation	Penalty Threshold	Penalty Weight	Maximum Penalty	4th Quarter Performance	Variance from Mean	# Standard Deviations	Penalty	Fiscal YTD Performance	Variance from Mean	# Standard Deviations	Penalty
(1)	(2)	(3)	(4)	(5)	(6)	(7)	(8)	(9)	(10)	(11)	(12)	(13)
4.14%	2.25%	6.39%	12%	\$150,000	3.89%	0.25%	0.1105	N/A	2.36%	1.78%	0.7899	\$0
79.34%	10.98%	68.36%	12%	\$150,000	76.19%	-3.15%	0.2869	N/A	85.34%	6.00%	0.5462	\$0
97.35%	2.76%	94.59%	6%	\$75,000	98.16%	0.81%	0.2925	N/A	97.16%	-0.19%	0.0682	\$0
			6%	\$75,000				N/A				\$0
12,455					1,106				3,090			
997					127				310			
99.60%	5.56%	94.04%	4%	\$50,000	100.00%	0.40%	0.0719	N/A	100.00%	0.40%	0.0719	\$0
97.38%	1.58%	95.80%	12%	\$150,000	96.24%	-1.14%	0.7230	N/A	96.29%	-1.09%	0.6881	\$0
95.63%	1.53%	94.10%	24%	\$300,000	95.76%	0.13%	0.0831	\$0	95.24%	-0.39%	0.2527	\$0
95.27%	0.89%	94.38%	24%	\$300,000	96.96%	1.69%	1.8950	\$0	96.48%	1.21%	1.3645	\$0
			100%	\$1,250,000				\$0				\$0

Notes:

- (1)-(5) Submitted in Annual Service Quality Report filed on 7/30/12 (see Attachment 3, Cols. (1) - (3) for FY14 Benchmark, Standard Deviation and Penalty Threshold data).
- (6) Fourth quarter of fiscal year 2013 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 2013 (i.e., July '12 - June '13) 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 FY13 Report reflects activity between January '13 through June '13. The final CY results will be adjusted to reflect the total of attempted periodic tests of meters and will be provided at CY end.
- (15) The after business hours benchmarks were modified effective January 1, 2013 and are now fixed at a mean 95.27% with a penalty threshold of 94.38%.

**NATIONAL GRID - GAS OPERATIONS  
SERVICE QUALITY PERFORMANCE  
FISCAL YEAR 2013 - ANNUAL PERFORMANCE DATA**

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

<b>SERVICE QUALITY MEASURES</b>	<b>Jul-12</b>	<b>Aug-12</b>	<b>Sep-12</b>	<b>Oct-12</b>	<b>Nov-12</b>	<b>Dec-12</b>	<b>Jan-13</b>	<b>Feb-13</b>	<b>Mar-13</b>	<b>Apr-13</b>	<b>May-13</b>	<b>Jun-13</b>	<b>Total or Weighted Average</b>
<b>CALL CENTER RESPONSIVENESS</b>													
Total Calls Answered	45,454	49,949	45,982	52,529	49,169	42,852	52,287	46,368	48,572	47,832	55,271	45,876	582,141
Abandoned Calls	796	766	1,033	1,690	781	488	617	935	949	1,584	2,550	1,898	14,087
Total Calls Offered	46,250	50,715	47,015	54,219	49,950	43,340	52,904	47,303	49,521	49,416	57,821	47,774	596,228
<b>% Abandoned Calls</b>	1.72%	1.51%	2.20%	3.12%	1.56%	1.13%	1.17%	1.98%	1.92%	3.21%	4.41%	3.97%	<b>2.36%</b>
Answered in 60 Seconds	41,538	46,069	40,731	44,509	45,792	39,868	47,974	41,317	42,905	39,263	42,788	36,051	508,805
<b>% Calls Answered in 60 Seconds</b>	89.81%	90.84%	86.63%	82.09%	91.68%	91.99%	90.68%	87.35%	86.64%	79.45%	74.00%	75.46%	<b>85.34%</b>
<b>METER READS</b>													
Scheduled Meters	266,851	267,149	267,540	267,977	268,158	268,806	269,202	268,642	269,284	269,440	269,670	268,663	3,221,382
Meters Read	261,840	262,055	262,623	262,610	237,720	263,574	264,054	258,409	264,181	264,787	264,774	263,327	3,129,954
<b>% On-Cycle Meter Reads</b>	98.12%	98.09%	98.16%	98.00%	88.65%	98.05%	98.09%	96.19%	98.10%	98.27%	98.18%	98.01%	<b>97.16%</b>
<b>METER TESTING*</b>													
<= 500 Cfh** (180 month test interval)	1,345	1,313	768	642	757	771	862	490	542	449	348	309	8,596
> 500 Cfh (120 month test interval)	79	69	60	35	24	29	53	42	88	49	48	30	606
<b>Total Meters Tested*</b>	1,424	1,382	828	677	781	800	915	532	630	498	396	339	<b>9,202</b>
<b>CUSTOMER REQUESTED TESTS</b>													
Customer Requested Tests	1	0	2	3	0	0	0	2	1	1	4	2	16
Tests Completed in 15 Days	1	0	2	3	0	0	0	2	1	1	4	2	16
<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	3,709	3,419	2,659	3,225	3,478	3,337	4,017	2,926	3,129	2,914	2,729	2,384	37,926
Completed Service Appointments	3,559	3,315	2,558	3,122	3,294	3,207	3,879	2,815	3,046	2,862	2,604	2,259	36,520
<b>% Service Appointments Met</b>	95.96%	96.96%	96.20%	96.81%	94.71%	96.10%	96.56%	96.21%	97.35%	98.22%	95.42%	94.76%	<b>96.29%</b>
<b>SAFETY</b>													
<b>Leak-Call Response:</b>													
<b>Normal Business Hours:</b>													
- Total Calls	500	590	470	595	559	520	520	445	411	406	734	557	6,307
- Response in 30 Minutes or Less	471	568	449	563	538	484	497	414	398	389	706	530	6,007
<b>% in 30 Minutes or Less</b>	94.20%	96.27%	95.53%	94.62%	96.24%	93.08%	95.58%	93.03%	96.84%	95.81%	96.19%	95.15%	<b>95.24%</b>
<b>After Business Hours***:</b>													
- Total Calls	343	331	421	431	554	497	477	531	359	303	299	318	4,864
- Response in 45 Minutes or Less	330	323	406	420	530	484	469	486	353	297	288	307	4,693
<b>% in 45 Minutes or Less</b>	96.21%	97.58%	96.44%	97.45%	95.67%	97.38%	98.32%	91.53%	98.33%	98.02%	96.32%	96.54%	<b>96.48%</b>

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

\*\* The definition of commercial and residential meters changed in October 2012 to reflect the revised Division 2006 Regulations. Under those 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.

\*\*\* The After Business Hours benchmarks were modified effective January 1, 2013 and are now fixed at a mean 95.27% with a penalty threshold of 94.38%

NATIONAL GRID - GAS OPERATIONS  
 SERVICE QUALITY BENCHMARKS  
 FISCAL YEAR 2014

**Measures**

**Customer Service and Billing:**

	<b>Benchmark (Mean) FY13</b>	<b>Standard Deviation (+/-)</b>	<b>Penalty Threshold</b>
Abandoned Calls	3.27%	1.61%	4.88%
Calls Answer in 60 Seconds	83.14%	7.23%	75.91%
On-Cycle Meter Reads	97.37%	3.13%	94.24%
Meter Testing*	<b><u>CY2013 GOAL</u></b>		
<= 500 Cfh*** (180 month test interval)	12,455		
> 500 Cfh (120 month test interval)	997		
Customer Requested Meter Tests	99.60%	5.56%	94.04%
Service Appointments Met	96.92%	1.64%	95.28%

**Safety - Leak Call Response:**

Normal Business Hours-30 min or less	95.63%	1.48%	94.15%
After Business Hours**-45 min or less	95.27%	0.89%	94.38%

\*The meter testing measure is compiled on a calendar year basis. The final CY results will be adjusted to reflect the total of attempted periodic tests of meters and will be provided at CY end.

\*\*The after business hours benchmarks were modified effective January 1, 2013 and are now fixed at a mean 95.27% with a penalty threshold of 94.38%.

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

<b>SERVICE QUALITY MEASURES</b>	<b>Jul-10</b>	<b>Aug-10</b>	<b>Sep-10</b>	<b>Oct-10</b>	<b>Nov-10</b>	<b>Dec-10</b>	<b>Jan-11</b>	<b>Feb-11</b>	<b>Mar-11</b>	<b>Apr-11</b>	<b>May-11</b>
<b>CALL CENTER RESPONSIVENESS</b>											
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
Abandoned Calls	1,715	1,377	1,879	3,970	2,864	1,644	2,677	2,178	3,064	2,641	2,084
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
<b>% Abandoned Calls</b>	3.02%	2.30%	3.13%	5.91%	4.91%	3.13%	4.90%	3.97%	4.48%	3.83%	4.44%
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
<b>% Calls Answered in 60 Seconds</b>	85.96%	84.51%	81.61%	71.07%	76.79%	83.27%	76.02%	81.49%	80.81%	85.26%	88.60%
<b>METER READS</b>											
Scheduled Meters	264,039	263,923	264,127	264,257	264,497	265,001	265,468	265,592	265,545	265,547	265,657
Meters Read	258,176	258,364	258,944	259,308	259,618	259,949	260,855	260,973	261,332	261,312	261,518
<b>% On-Cycle Meter Reads</b>	97.78%	97.89%	98.04%	98.13%	98.16%	98.09%	98.26%	98.26%	98.41%	98.41%	98.44%
<b>METER TESTING*</b>											
<= 500 Cfh (180 month test interval)	1,630	1,180	1,229	1,257	1,371	901	1,041	1,297	1,537	1,499	1,090
> 500 Cfh (120 month test interval)	174	127	82	54	94	81	106	66	122	105	56
<b>Total Meters Tested</b>	1,804	1,307	1,311	1,311	1,465	982	1,147	1,363	1,659	1,604	1,146
Customer Requested Tests	5	3	6	2	7	6	3	5	1	5	2
Tests Completed in 15 Days	5	3	6	2	7	6	3	5	1	5	2
<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%
<b>SERVICE APPOINTMENTS</b>											
Scheduled Service Appointments	3,663	3,421	3,681	3,929	4,401	3,277	2,506	2,737	3,562	3,493	3,158
Completed Service Appointments	3,610	3,382	3,606	3,841	4,301	3,219	2,460	2,700	3,534	3,458	3,079
<b>% Service Appointments Met</b>	98.55%	98.86%	97.96%	97.76%	97.73%	98.23%	98.16%	98.65%	99.21%	99.00%	97.50%
<b>SAFETY</b>											
<b>Leak-Call Response:</b>											
<b>Normal Business Hours:</b>											
- Total Calls	478	578	618	546	593	600	560	479	405	441	672
- Response in 30 Minutes or Less	463	568	596	521	566	568	539	441	387	429	650
<b>% in 30 Minutes or Less</b>	96.86%	98.27%	96.44%	95.42%	95.45%	94.67%	96.25%	92.07%	95.56%	97.28%	96.73%
<b>After Business Hours**:</b>											
- Total Calls	319	405	406	588	613	527	615	442	347	301	304
- Response in 45 Minutes or Less	309	390	394	569	575	505	596	426	337	294	300
<b>% in 45 Minutes or Less</b>	96.87%	96.30%	97.04%	96.77%	93.80%	95.83%	96.91%	96.38%	97.12%	97.67%	98.68%

\*The definition of commercial and residential meters changed in October 2012 to reflect the revised Division 2006 Regulations. Under those 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. This measure is compiled on a calendar year basis.

\*\*The after business hours benchmarks were modified effective January 1, 2013 and are now fixed at a mean 95.27% with a penalty threshold of 94.38%.

NATIONAL GRID - GAS OPERATIONS  
SERVICE QUALITY BENCHMARKS

SERVICE QUALITY MEASURES	Jun-11	Jul-11	Aug-11	Sep-11	Oct-11	Nov-11	Dec-11	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12
<b>CALL CENTER RESPONSIVENESS</b>																
Total Calls Answered	62,225	54,892	58,043	58,284	63,456	59,837	51,258	53,346	75,262	66,824	58,815	63,660	54,749	45,454	49,949	45,982
Abandoned Calls	1,402	1,285	1,811	3,291	4,855	4,562	2,190	2,646	2,007	1,152	767	1,133	784	796	766	1,033
Total Calls Offered	63,627	56,177	59,854	61,575	68,311	64,399	53,448	55,992	77,269	67,976	59,582	64,793	55,533	46,250	50,715	47,015
<b>% Abandoned Calls</b>	3.09%	2.29%	3.03%	5.34%	7.11%	7.08%	4.10%	4.73%	2.60%	1.69%	1.29%	1.75%	1.41%	1.72%	1.51%	2.20%
Answered in 60 Seconds	58,153	50,577	52,613	45,135	45,952	44,991	42,919	40,502	65,162	60,349	55,172	57,515	51,349	41,538	46,069	40,731
<b>% Calls Answered in 60 Seconds</b>	91.40%	90.03%	87.90%	73.30%	67.27%	69.86%	80.30%	72.34%	84.33%	88.78%	92.60%	88.77%	92.47%	89.81%	90.84%	86.63%
<b>METER READS</b>																
Scheduled Meters	265,605	265,621	265,575	264,968	265,945	266,162	266,768	266,950	266,415	265,992	265,952	265,969	266,418	266,851	267,149	267,540
Meters Read	261,229	261,309	260,498	216,626	261,546	261,239	261,946	262,309	262,060	259,135	260,934	260,934	261,477	261,840	262,055	262,623
<b>% On-Cycle Meter Reads</b>	98.35%	98.38%	98.09%	81.76%	98.35%	98.15%	98.19%	98.26%	98.37%	97.42%	98.11%	98.11%	98.15%	98.12%	98.09%	98.16%
<b>METER TESTING*</b>																
<= 500 Cfh (180 month test interval)	950	994	829	967	2388	1928	1046	1031	1068	1660	1,033	989	1,237	1345	1313	768
> 500 Cfh (120 month test interval)	66	126	96	123	140	173	64	72	85	69	84	42	72	79	69	60
<b>Total Meters Tested</b>	1,016	1,120	925	1,090	2,528	2,101	1,110	1,103	1,153	1,729	1,117	1,031	1,309	1,424	1,382	828
Customer Requested Tests	2	1	4	0	1	0	1	0	1	0	0	0	0	1	0	2
Tests Completed in 15 Days	2	1	4	0	1	0	1	0	1	0	0	0	0	1	0	2
<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%	100.0%
<b>SERVICE APPOINTMENTS</b>																
Scheduled Service Appointments	2,966	2900	2625	3038	5024	4889	3214	3286	3565	4526	3,216	3,357	3,811	3709	3419	2659
Completed Service Appointments	2,878	2870	2574	3006	4881	4705	3158	3097	3271	4350	3,075	3,212	3,626	3559	3315	2558
<b>% Service Appointments Met</b>	97.03%	98.97%	98.06%	98.95%	97.15%	96.24%	98.26%	94.25%	91.75%	96.11%	95.62%	95.68%	95.15%	95.96%	96.96%	96.20%
<b>SAFETY</b>																
<b>Leak-Call Response:</b>																
<b>Normal Business Hours:</b>																
- Total Calls	694	586	667	504	628	549	535	544	417	395	484	677	589	500	590	470
- Response in 30 Minutes or Less	676	570	642	474	598	513	510	513	386	385	464	654	571	471	568	449
<b>% in 30 Minutes or Less</b>	97.41%	97.27%	96.25%	94.05%	95.22%	93.44%	95.33%	94.30%	92.57%	97.47%	95.87%	96.60%	96.94%	94.20%	96.27%	95.53%
<b>After Business Hours**:</b>																
- Total Calls	305	333	376	334	544	609	562	446	385	305	279	265	342	343	331	421
- Response in 45 Minutes or Less	297	312	366	329	531	589	540	438	371	299	272	258	330	330	323	406
<b>% in 45 Minutes or Less</b>	97.38%	93.69%	97.34%	98.50%	97.61%	96.72%	96.09%	98.21%	96.36%	98.03%	97.49%	97.36%	96.49%	96.21%	97.58%	96.44%

\*The definition of commercial and residential meters hour (Cfh) are classified as commercial, and meters w

\*\*The after business hours benchmarks were modifie



NATIONAL GRID - GAS OPERATIONS  
SERVICE QUALITY BENCHMARKS

SERVICE QUALITY MEASURES	Oct-12	Nov-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	36 Month Average	Standard Deviation	Penalty Threshold	Maximum Penalty
<b>CALL CENTER RESPONSIVENESS</b>													
Total Calls Answered	52,529	49,169	42,852	52,287	46,368	48,572	47,832	55,271	45,876	55,912			
Abandoned Calls	1,690	781	488	617	935	949	1,584	2,550	1,898	1,891			
Total Calls Offered	54,219	49,950	43,340	52,904	47,303	49,521	49,416	57,821	47,774	57,803			
<b>% Abandoned Calls</b>	3.12%	1.56%	1.13%	1.17%	1.98%	1.92%	3.21%	4.41%	3.97%	<b>3.27%</b>	1.61%	4.88%	6.49%
Answered in 60 Seconds	44,509	45,792	39,868	47,974	41,317	42,905	39,263	42,788	36,051	48,060			
<b>% Calls Answered in 60 Seconds</b>	82.09%	91.68%	91.99%	90.68%	87.35%	86.64%	79.45%	74.00%	75.46%	<b>83.14%</b>	7.23%	75.91%	-68.68%
<b>METER READS</b>													
Scheduled Meters	267,977	268,158	268,806	269,202	268,642	269,284	269,440	269,670	268,663	266,483			
Meters Read	262,610	237,720	263,574	264,054	258,409	264,181	264,787	264,774	263,327	259,487			
<b>% On-Cycle Meter Reads</b>	98.00%	88.65%	98.05%	98.09%	96.19%	98.10%	98.27%	98.18%	98.01%	<b>97.37%</b>	3.13%	94.24%	91.11%
<b>METER TESTING*</b>													
<= 500 Cfh (180 month test interval)	642	757	771	862	490	542	449	348	309	12,916			
> 500 Cfh (120 month test interval)	35	24	29	53	42	88	49	48	30	962			
<b>Total Meters Tested</b>	677	781	800	915	532	630	498	396	339	<b>13,878</b>			
Customer Requested Tests	3	0	0	0	2	1	1	4	2	2			
Tests Completed in 15 Days	3	0	0	0	2	1	1	4	2	2			
<b>% Completed in 15 Days</b>	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	<b>100.00%</b>	0.00%	100.00%	100.00%
<b>SERVICE APPOINTMENTS</b>													
Scheduled Service Appointments	3225	3478	3337	4017	2926	3129	2914	2729	2384	3,394			
Completed Service Appointments	3122	3294	3207	3879	2815	3046	2862	2604	2259	3,289			
<b>% Service Appointments Met</b>	96.81%	94.71%	96.10%	96.56%	96.21%	97.35%	98.22%	95.42%	94.76%	<b>96.92%</b>	1.64%	95.28%	93.64%
<b>SAFETY</b>													
<b>Leak-Call Response:</b>													
<b>Normal Business Hours:</b>													
- Total Calls	595	559	520	520	445	411	406	734	557	543			
- Response in 30 Minutes or Less	563	538	484	497	414	398	389	706	530	519			
<b>% in 30 Minutes or Less</b>	94.62%	96.24%	93.08%	95.58%	93.03%	96.84%	95.81%	96.19%	95.15%	<b>95.63%</b>	1.48%	94.15%	92.67%
<b>After Business Hours**:</b>													
- Total Calls	431	554	497	477	531	359	303	299	318	412			
- Response in 45 Minutes or Less	420	530	484	469	486	353	297	288	307	398			
<b>% in 45 Minutes or Less</b>	97.45%	95.67%	97.38%	98.32%	91.53%	98.33%	98.02%	96.32%	96.54%	<b>96.65%</b>	1.43%	95.22%	93.79%

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