

July 27, 2015

**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 2015 Annual Report on Service Quality Plan**

Dear Ms. Massaro:

Enclosed for filing are ten (10) copies of National Grid's<sup>1</sup> annual performance results for fiscal year 2015 (FY15)<sup>2</sup> for the Company's gas operations in Rhode Island under its Service Quality (SQ) Plan, as established in the above-captioned docket. This annual report covers the period from July 1, 2014 through June 30, 2015. This report also establishes updated benchmarks to be used in measuring performance for fiscal year 2016 (FY16), which covers the period of July 1, 2015 through June 30, 2016. Based on the Company's actual performance results, the Company did not incur any penalties for FY15.

Please note that a revision was made to Calls Answered in 60 seconds for the month of January 2015, which had been previously reported in the Company's third quarter report filed on April 30, 2015. The number previously reported in the third quarter report for that month was preliminary, and the correction has been highlighted in Attachment 2 of this annual report. These changes represent a slight improvement in the Company's annual performance, and the service quality benchmarks for FY15 will not change based upon this update. However, these changes have been factored into the calculation of the updated benchmarks for FY16.

Attachment 1, Page 2 of 2 provides a summary of the SQ performance for both the fourth quarter and FY15, and Attachment 2 provides month-by-month details for each measure. As shown on Attachment 1, Page 2, Column (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 of 2, Column (12), the Company's FY15 performance was within one standard deviation 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 Rhode Island Division of Public Utilities and Carriers' Rules and

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<sup>1</sup> The Narragansett Electric Company d/b/a National Grid (referred to herein as National Grid or the Company).

<sup>2</sup> For purposes of this filing, Fiscal Year refers to the period covering July 1 through June 30.

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Docket 3476 – Fiscal Year 2015 Annual Gas Service Quality Report  
July 27, 2015  
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Regulations Prescribing Standards for Gas Utilities, Master Meter Systems, and Jurisdictional Propane Systems (Revised, October 5, 2006). The Company has tested a total of 1,606 meters during the period of January 2015 through June 2015, as shown on Attachment 1, Page 2 of 2. The Company will report the final calendar year results for this measure in the Company's second quarter report for FY16. In addition, 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%.

As noted above, the Company has also updated the performance benchmarks for FY16 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, 2015 through June 30, 2016, and Attachment 4 provides the Company's monthly statistics used to calculate the new benchmarks based on the most recent thirty-six 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 continue use a mean benchmark of 99.60% with a penalty threshold of 94.04% as it has done in prior years.

Thank you for your attention to this filing. If you have any questions, please contact me at (401) 784-7288.

Very truly yours,



Jennifer Brooks Hutchinson

Enclosures

cc: Docket 3476 Service List

Certificate of Service

I hereby certify that a copy of the cover letter and any materials accompanying this certificate was electronically transmitted to the individuals listed below.

Paper copies of this filing are being hand delivered to the Rhode Island Public Utilities Commission and to the Rhode Island Division of Public Utilities and Carriers.

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Joanne M. Scanlon

July 27, 2015  
Date

**Docket No. 3476 – National Grid Gas - Service Quality Plan  
Service list updated on 5/1/15**

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**NATIONAL GRID - GAS OPERATIONS**  
**SERVICE QUALITY PERFORMANCE**  
**FISCAL YEAR 2015 - FOURTH QUARTER REPORT (2nd Quarter CY2015) \*\***

<u>SERVICE QUALITY MEASURES</u>	<u>Apr-15</u>	<u>May-15</u>	<u>Jun-15</u>	<u>Total or Weighted Average</u>	<u>Benchmark</u>	<u>Penalty Threshold</u>
<b><u>CALL CENTER RESPONSIVENESS</u></b>						
Total Calls Answered	51,852	53,313	53,539	158,704		
Abandoned Calls	863	723	334	1,920		
Total Calls Offered	52,715	54,036	53,873	160,624		
<b>% Abandoned Calls</b>	1.64%	1.34%	0.62%	<b>1.20%</b>	2.66%	4.23%
Answered in 60 Seconds	47,922	50,064	52,074	150,060		
<b>% Calls Answered in 60 Seconds</b>	90.91%	92.65%	96.66%	<b>93.42%</b>	84.94%	77.96%
<b><u>METER READS</u></b>						
Scheduled Meters	274,751	274,741	274,597	824,089		
Meters Read	271,555	271,578	271,425	814,558		
<b>% On-Cycle Meter Reads</b>	98.84%	98.85%	98.84%	<b>98.84%</b>	97.52%	94.35%
<b><u>METER TESTING**</u></b>						
					<b><u>CALENDAR YTD</u></b>	<b><u>CY2015 GOAL</u></b>
<= 500 Cfh*** (180 month test interval)	125	191	174	490	1225	13,318
> 500 Cfh (120 month test interval)	66	64	61	191	381	1,792
<b><u>CUSTOMER REQUESTED TESTS</u></b>						
Customer Requested Tests	1	3	0	4		
Tests Completed in 15 Days	1	3	0	4		
<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	1,361	1,500	1,672	4,533		
Completed Service Appointments	1,304	1,428	1,592	4,324		
<b>% Service Appointments Met</b>	95.81%	95.20%	95.22%	<b>95.39%</b>	96.04%	94.08%
<b><u>SAFETY</u></b>						
<b>Leak-Call Response:</b>						
<b>Normal Business Hours:</b>						
- Total Calls	497	384	460	1,341		
- Response in 30 Minutes or Less	480	371	438	1,289		
<b>% in 30 Minutes or Less</b>	96.58%	96.61%	95.22%	<b>96.12%</b>	95.23%	93.91%
<b>After Business Hours****:</b>						
- Total Calls	373	355	332	1,060		
- Response in 45 Minutes or Less	363	341	325	1,029		
<b>% in 45 Minutes or Less</b>	97.32%	96.06%	97.89%	<b>97.08%</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 2015 - 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)
2.66%	1.57%	4.23%	12%	\$150,000	1.20%	1.46%	0.9329	N/A	4.15%	-1.49%	0.9497	\$0
84.94%	6.98%	77.96%	12%	\$150,000	93.42%	8.48%	1.2154	N/A	79.67%	-5.27%	0.7553	\$0
97.52%	3.17%	94.35%	6%	\$75,000	98.84%	1.32%	0.4175	N/A	98.68%	1.16%	0.3675	\$0
			6%	\$75,000				N/A				\$0
13,318					490				1,225			
1,792					191				381			
99.60%	5.56%	94.04%	4%	\$50,000	100.00%	0.40%	0.0719	N/A	100.00%	0.40%	0.0719	\$0
96.04%	1.96%	94.08%	12%	\$150,000	95.39%	-0.65%	0.3320	N/A	94.46%	-1.58%	0.8084	\$0
95.23%	1.32%	93.91%	24%	\$300,000	96.12%	0.89%	0.6760	\$0	95.14%	-0.09%	0.0658	\$0
95.27%	0.89%	94.38%	24%	\$300,000	97.08%	1.81%	2.0286	\$0	96.08%	0.81%	0.9115	\$0
			100%	\$1,250,000				\$0				\$0

- Notes:**
- (1)-(5) Submitted in the Revised Annual Service Quality Report filed on 7/31/14 (see Attachment 3, Cols. (1) - (3) for FY15 Benchmark, Standard Deviation and Penalty Threshold data).
  - (6) Fourth quarter of fiscal year 2015 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 2015 (i.e., July '14 - June '15) 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 FY15 Report reflects activity between January '15 through June '15. 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 2015 - ANNUAL PERFORMANCE DATA**

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

<b>SERVICE QUALITY MEASURES</b>	<b>Jul-14</b>	<b>Aug-14</b>	<b>Sep-14</b>	<b>Oct-14</b>	<b>Nov-14</b>	<b>Dec-14</b>	<b>Jan-15</b>	<b>Feb-15</b>	<b>Mar-15</b>	<b>Apr-15</b>	<b>May-15</b>	<b>Jun-15</b>	<b>Total or Weighted Average</b>
<b>CALL CENTER RESPONSIVENESS</b>													
Total Calls Answered	45,728	44,310	51,154	56,766	46,293	42,919	44,490	46,659	59,007	51,852	53,313	53,539	596,030
Abandoned Calls	862	1,090	6,762	3,951	1,986	2,504	2,916	2,019	1,803	863	723	334	25,813
Total Calls Offered	46,590	45,400	57,916	60,717	48,279	45,423	47,406	48,678	60,810	52,715	54,036	53,873	621,843
<b>% Abandoned Calls</b>	1.85%	2.40%	11.68%	6.51%	4.11%	5.51%	6.15%	4.15%	2.96%	1.64%	1.34%	0.62%	<b>4.15%</b>
Answered in 60 Seconds	40,849	38,352	31,811	39,820	37,328	33,459	34,555	37,448	51,726	47,922	50,064	52,074	495,408
<b>% Calls Answered in 60 Seconds</b>	87.68%	84.48%	54.93%	65.58%	77.32%	73.66%	72.89%	76.93%	85.06%	90.91%	92.65%	96.66%	<b>79.67%</b>
<b>METER READS</b>													
Scheduled Meters	272,754	272,912	273,145	273,458	273,962	274,132	274,404	274,620	274,843	274,751	274,741	274,597	3,288,319
Meters Read	269,404	269,393	269,559	269,851	270,495	270,582	269,094	270,841	271,297	271,555	271,578	271,425	3,245,074
<b>% On-Cycle Meter Reads</b>	98.77%	98.71%	98.69%	98.68%	98.73%	98.71%	98.06%	98.62%	98.71%	98.84%	98.85%	98.84%	<b>98.68%</b>
<b>METER TESTING*</b>													
<= 500 Cfh** (180 month test interval)	106	70	119	121	158	34	405	199	131	125	191	174	1,833
> 500 Cfh (120 month test interval)	21	11	28	21	19	10	59	60	71	66	64	61	491
<b>Total Meters Tested*</b>	127	81	147	142	177	44	464	259	202	191	255	235	<b>2,324</b>
<b>CUSTOMER REQUESTED TESTS</b>													
Customer Requested Tests	1	4	1	1	1	0	2	0	2	1	3	0	16
Tests Completed in 15 Days	1	4	1	1	1	0	2	0	2	1	3	0	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	2,142	2,101	2,456	2,464	2,666	2,363	2,155	1,356	1,445	1,361	1,500	1,672	23,681
Completed Service Appointments	2,054	2,000	2,311	2,316	2,383	2,244	2,068	1,281	1,387	1,304	1,428	1,592	22,368
<b>% Service Appointments Met</b>	95.89%	95.19%	94.10%	93.99%	89.38%	94.96%	95.96%	94.47%	95.99%	95.81%	95.20%	95.22%	<b>94.46%</b>
<b>SAFETY</b>													
<b>Leak-Call Response:</b>													
<b>Normal Business Hours:</b>													
- Total Calls	451	420	526	580	497	526	511	649	614	497	384	460	6,115
- Response in 30 Minutes or Less	436	403	500	565	466	491	476	599	593	480	371	438	5,818
<b>% in 30 Minutes or Less</b>	96.67%	95.95%	95.06%	97.41%	93.76%	93.35%	93.15%	92.30%	96.58%	96.58%	96.61%	95.22%	<b>95.14%</b>
<b>After Business Hours***:</b>													
- Total Calls	321	340	383	406	576	401	574	879	572	373	355	332	5,512
- Response in 45 Minutes or Less	309	328	370	401	553	382	541	832	551	363	341	325	5,296
<b>% in 45 Minutes or Less</b>	96.26%	96.47%	96.61%	98.77%	96.01%	95.26%	94.25%	94.65%	96.33%	97.32%	96.06%	97.89%	<b>96.08%</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  
REVISED SERVICE QUALITY BENCHMARKS  
FISCAL YEAR 2016**

**Measures**

**Customer Service and Billing:**

	<b>Benchmark (Mean) FY16</b>	<b>Standard Deviation (+/-)</b>	<b>Penalty Threshold</b>
Abandoned Calls	2.80%	2.11%	4.91%
Calls Answer in 60 Seconds	84.25%	8.59%	75.66%
On-Cycle Meter Reads	98.15%	1.70%	96.45%
Meter Testing*	<b><u>CY2015 GOAL</u></b>		
<= 500 Cfh*** (180 month test interval)	13,318		
> 500 Cfh (120 month test interval)	1,792		
Customer Requested Meter Tests	99.60%	5.56%	94.04%
Service Appointments Met	95.53%	1.94%	93.59%

**Safety - Leak Call Response:**

Normal Business Hours-30 min or less	95.11%	1.36%	93.75%
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-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>Jul-13</b>	<b>Aug-13</b>	<b>Sep-13</b>	<b>Oct-13</b>
<b>CALL CENTER RESPONSIVENESS</b>																
Total Calls Answered	45,454	49,949	45,982	52,529	49,169	42,990	52,287	46,368	48,572	47,832	55,271	45,293	45,226	44,390	44,383	51,801
Abandoned Calls	796	766	1,033	1,690	781	488	617	935	949	1,584	2,550	1,898	801	493	849	517
Total Calls Offered	46,250	50,715	47,015	54,219	49,950	43,478	52,904	47,303	49,521	49,416	57,821	47,191	46,027	44,883	45,232	52,318
<b>% Abandoned Calls</b>	1.72%	1.51%	2.20%	3.12%	1.56%	1.12%	1.17%	1.98%	1.92%	3.83%	4.44%	3.09%	1.74%	1.10%	1.88%	0.99%
Answered in 60 Seconds	41,538	46,069	40,731	44,509	45,792	40,006	47,974	41,317	42,905	39,263	42,788	35,468	40,550	41,502	39,830	48,216
<b>% Calls Answered in 60 Seconds</b>	89.81%	90.84%	86.63%	82.09%	91.68%	92.01%	90.68%	87.35%	86.64%	79.45%	74.00%	75.16%	88.10%	92.47%	88.06%	92.16%
<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	269,911	270,189	270,566	270,987
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	264,446	265,380	266,199	266,793
<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%	97.98%	98.22%	98.39%	98.45%
<b>METER TESTING*</b>																
<= 500 Cfh (180 month test interval)	1345	1313	768	642	757	771	862	490	542	449	348	309	244	364	130	151
> 500 Cfh (120 month test interval)	79	69	60	35	24	29	53	42	88	49	48	30	51	47	48	62
<b>Total Meters Tested</b>	1,424	1,382	828	677	781	800	915	532	630	498	396	339	295	411	178	213
Customer Requested Tests	1	0	2	3	0	0	0	2	1	1	4	2	0	0	0	1
Tests Completed in 15 Days	1	0	2	3	0	0	0	2	1	1	4	2	0	0	0	1
<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	3709	3419	2659	3225	3478	3337	4017	2926	3129	2914	2729	2384	2,334	2,354	2,348	3001
Completed Service Appointments	3559	3315	2558	3122	3294	3207	3879	2815	3046	2862	2604	2259	2,250	2,267	2,264	2858
<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%	96.40%	96.30%	96.42%	95.23%
<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	592	555	602	719
- Response in 30 Minutes or Less	471	568	449	563	538	484	497	414	398	389	706	530	569	535	568	696
<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%	96.11%	96.40%	94.35%	96.80%
<b>After Business Hours**:</b>																
- Total Calls	343	331	421	431	554	497	477	531	359	303	299	318	281	395	456	460
- Response in 45 Minutes or Less	330	323	406	420	530	484	469	486	353	297	288	307	271	385	442	452
<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%	96.44%	97.47%	96.93%	98.26%

\*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	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Jan-15	Feb-15
<b>CALL CENTER RESPONSIVENESS</b>																
Total Calls Answered	42,910	34,965	44,430	43,719	47,778	47,799	53,759	45,617	45,728	44,310	51,154	56,766	46,293	42,919	44,490	46,659
Abandoned Calls	537	647	961	946	876	680	1,475	1,054	862	1,090	6,762	3,951	1,986	2,504	2,916	2,019
Total Calls Offered	43,447	35,612	45,391	44,665	48,654	48,479	55,234	46,671	46,590	45,400	57,916	60,717	48,279	45,423	47,406	48,678
% Abandoned Calls	1.24%	1.82%	2.12%	2.12%	1.80%	1.40%	2.67%	2.26%	1.85%	2.40%	11.68%	6.51%	4.11%	5.51%	6.15%	4.15%
Answered in 60 Seconds	39,613	31,446	39,421	38,280	42,472	43,976	46,086	39,549	40,849	38,352	31,811	39,820	37,328	33,459	34,555	37,448
% Calls Answered in 60 Seconds	91.18%	88.30%	86.85%	85.70%	87.29%	90.71%	83.44%	84.74%	87.68%	84.48%	54.93%	65.58%	77.32%	73.66%	72.89%	76.93%
<b>METER READS</b>																
Scheduled Meters	271,480	271,891	272,190	272,367	272,464	272,493	272,581	272,655	272,754	272,912	273,145	273,458	273,962	274,132	274,404	274,620
Meters Read	267,747	268,057	268,502	269,011	269,218	269,415	269,479	269,335	269,404	269,393	269,559	269,851	270,495	270,582	269,094	270,841
% On-Cycle Meter Reads	98.62%	98.59%	98.65%	98.77%	98.81%	98.87%	98.86%	98.78%	98.77%	98.71%	98.69%	98.68%	98.73%	98.71%	98.06%	98.62%
<b>METER TESTING*</b>																
<= 500 Cfh (180 month test interval)	111	87	1,595	568	934	382	279	212	106	70	119	121	158	34	405	199
> 500 Cfh (120 month test interval)	40	23	144	94	171	61	81	41	21	11	28	21	19	10	59	60
Total Meters Tested	151	110	1,739	662	1,105	443	360	253	127	81	147	142	177	44	464	259
Customer Requested Tests	0	0	1	6	1	0	2	0	1	4	1	1	1	0	2	0
Tests Completed in 15 Days	0	0	1	6	1	0	2	0	1	4	1	1	1	0	2	0
% 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%
<b>SERVICE APPOINTMENTS</b>																
Scheduled Service Appointments	2924	2655	2569	2534	3005	2,752	2,415	2,321	2,142	2,101	2,456	2464	2666	2363	2155	1356
Completed Service Appointments	2569	2512	2475	2453	2901	2,672	2,334	2,231	2,054	2,000	2,311	2316	2383	2244	2068	1281
% Service Appointments Met	87.86%	94.61%	96.34%	96.80%	96.54%	97.09%	96.65%	96.12%	95.89%	95.19%	94.10%	93.99%	89.38%	94.96%	95.96%	94.47%
<b>SAFETY</b>																
<b>Leak-Call Response:</b>																
<b>Normal Business Hours:</b>																
- Total Calls	699	631	811	430	530	470	509	422	451	420	526	580	497	526	511	649
- Response in 30 Minutes or Less	659	588	756	413	505	444	483	402	436	403	500	565	466	491	476	599
% in 30 Minutes or Less	94.28%	93.19%	93.22%	96.05%	95.28%	94.47%	94.89%	95.26%	96.67%	95.95%	95.06%	97.41%	93.76%	93.35%	93.15%	92.30%
<b>After Business Hours**:</b>																
- Total Calls	657	602	689	447	482	336	308	312	321	340	383	406	576	401	574	879
- Response in 45 Minutes or Less	627	575	656	429	465	325	297	299	309	328	370	401	553	382	541	832
% in 45 Minutes or Less	95.43%	95.51%	95.21%	95.97%	96.47%	96.73%	96.43%	95.83%	96.26%	96.47%	96.61%	98.77%	96.01%	95.26%	94.25%	94.65%

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NATIONAL GRID - GAS OPERATIONS  
SERVICE QUALITY BENCHMARKS

<b>SERVICE QUALITY MEASURES</b>	<b>Mar-15</b>	<b>Apr-15</b>	<b>May-15</b>	<b>Jun-15</b>	<b>36 Month Average</b>	<b>Standard Deviation</b>	<b>Penalty Threshold</b>	<b>Maximum Penalty</b>
<b>CALL CENTER RESPONSIVENESS</b>								
Total Calls Answered	59,007	51,852	53,313	53,539	47,903			
Abandoned Calls	1,803	863	723	334	1,382			
Total Calls Offered	60,810	52,715	54,036	53,873	49,284			
<b>% Abandoned Calls</b>	2.96%	1.64%	1.34%	0.62%	<b>2.80%</b>	2.11%	4.91%	7.02%
Answered in 60 Seconds	51,726	47,922	50,064	52,074	41,520			
<b>% Calls Answered in 60 Seconds</b>	85.06%	90.91%	92.65%	96.66%	<b>84.25%</b>	8.59%	75.66%	-67.07%
<b>METER READS</b>								
Scheduled Meters	274,843	274,751	274,741	274,597	271,374			
Meters Read	271,297	271,555	271,578	271,425	266,350			
<b>% On-Cycle Meter Reads</b>	98.71%	98.84%	98.85%	98.84%	<b>98.15%</b>	1.70%	96.45%	94.75%
<b>METER TESTING*</b>								
<= 500 Cfh (180 month test interval)	131	125	191	174	5,162			
> 500 Cfh (120 month test interval)	71	66	64	61	653			
<b>Total Meters Tested</b>	202	191	255	235	<b>5,815</b>			
Customer Requested Tests	2	1	3	0	1			
Tests Completed in 15 Days	2	1	3	0	1			
<b>% Completed in 15 Days</b>	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	1445	1,361	1,500	1,672	2,578			
Completed Service Appointments	1387	1,304	1,428	1,592	2,463			
<b>% Service Appointments Met</b>	95.99%	95.81%	95.20%	95.22%	<b>95.53%</b>	1.94%	93.59%	91.65%
<b>SAFETY</b>								
<b>Leak-Call Response:</b>								
<b>Normal Business Hours:</b>								
- Total Calls	614	497	384	460	539			
- Response in 30 Minutes or Less	593	480	371	438	512			
<b>% in 30 Minutes or Less</b>	96.58%	96.58%	96.61%	95.22%	<b>95.11%</b>	1.36%	93.75%	92.39%
<b>After Business Hours**:</b>								
- Total Calls	572	373	355	332	439			
- Response in 45 Minutes or Less	551	363	341	325	423			
<b>% in 45 Minutes or Less</b>	96.33%	97.32%	96.06%	97.89%	<b>96.27%</b>	1.36%	94.91%	93.55%

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