

July 29, 2016

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 2016 Annual Report on Service Quality Plan

Dear Ms. Massaro:

Enclosed for filing are ten (10) copies of National Grid's¹ annual performance results for fiscal year 2016 (FY16)² 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, 2015 through June 30, 2016. This report also establishes updated benchmarks to be used in measuring performance for fiscal year 2017 (FY17), which covers the period of July 1, 2016 through June 30, 2017. Based on the Company's actual performance results, the Company did not incur any penalties for FY16.

Attachment 1, Page 2 of 2 provides a summary of the SQ performance for both the fourth quarter and FY16, 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, except Calls Answered in 60 Seconds; however, this did not trigger any penalties for purposes of the annual filing. In addition, as shown on Attachment 1, Page 2 of 2, Column (12), the Company's FY16 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 Regulations Prescribing Standards for Gas Utilities, Master Meter Systems, and Jurisdictional Propane Systems (Revised, October 5, 2006). The Company has tested a total of 2,593 meters during the period of January 2016 through June 2016, as shown on Attachment 1, Page 2 of 2.

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

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

The Company will report the final calendar year results for this measure in the Company's second quarter report for FY17. In addition, the After Business Hours benchmarks were modified effective January 1, 2013 and continue to be 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 FY17 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, 2016 through June 30, 2017, 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
Leo Wold, Esq.
Steve Scialabba, Division

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.



Joanne M. Scanlon

July 29, 2016

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 2016 - FOURTH QUARTER REPORT (2nd Quarter CY2016) **

<u>SERVICE QUALITY MEASURES</u>	<u>Apr-16</u>	<u>May-16</u>	<u>Jun-16</u>	<u>Total or Weighted Average</u>	<u>Benchmark</u>	<u>Penalty Threshold</u>
<u>CALL CENTER RESPONSIVENESS</u>						
Total Calls Answered	41,094	40,521	38,276	119,891		
Abandoned Calls	865	3,028	3,233	7,126		
Total Calls Offered	41,959	43,549	41,509	127,017		
% Abandoned Calls	2.06%	6.95%	7.79%	5.61%	2.80%	4.91%
Answered in 60 Seconds	37,378	31,042	27,936	96,356		
% Calls Answered in 60 Seconds	89.08%	71.28%	67.30%	75.86%	84.25%	75.66%
<u>METER READS</u>						
Scheduled Meters	276,211	277,260	278,137	831,608		
Meters Read	273,263	273,973	274,643	821,879		
% On-Cycle Meter Reads	98.93%	98.81%	98.74%	98.83%	98.15%	96.45%
<u>METER TESTING**</u>						
					<u>CALENDAR YTD</u>	<u>CY2016 GOAL</u>
<= 500 Cfh*** (180 month test interval)	397	534	334	1,265	2,593	23,316
> 500 Cfh (120 month test interval)	94	95	80	269	563	2,443
<u>CUSTOMER REQUESTED TESTS</u>						
Customer Requested Tests	0	1	0	1		
Tests Completed in 15 Days	0	1	0	1		
% Completed in 15 Days	100.00%	100.0%	100.0%	100.0%	99.60%	94.04%
<u>SERVICE APPOINTMENTS</u>						
Scheduled Service Appointments	1,687	1,652	1,743	5,082		
Completed Service Appointments	1,649	1,600	1,685	4,934		
% Service Appointments Met	97.75%	96.85%	96.67%	97.09%	95.53%	93.59%
<u>SAFETY</u>						
Leak-Call Response:						
Normal Business Hours:						
- Total Calls	340	342	365	1,047		
- Response in 30 Minutes or Less	323	331	347	1,001		
% in 30 Minutes or Less	95.00%	96.78%	95.07%	95.61%	95.11%	93.75%
After Business Hours****:						
- Total Calls	292	269	248	809		
- Response in 45 Minutes or Less	283	251	243	777		
% in 45 Minutes or Less	96.92%	93.31%	97.98%	96.04%	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 2016 - FOURTH QUARTER REPORT

Service Quality Measures

Customer Service and Billing:

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

Meter Testing¹⁴

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 Hours¹⁵-45 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)
2.80%	2.11%	4.91%	12%	\$150,000	5.61%	-2.81%	1.3319	N/A	3.32%	-0.52%	0.2461	\$0
84.25%	8.59%	75.66%	12%	\$150,000	75.86%	-8.39%	0.9766	N/A	83.69%	-0.56%	0.0649	\$0
98.15%	1.70%	96.45%	6%	\$75,000	98.83%	0.68%	0.4001	N/A	98.82%	0.67%	0.3922	\$0
			6%	\$75,000				N/A				\$0
23,316					1,265				2,593			
2,443					269				563			
99.60%	5.56%	94.04%	4%	\$50,000	100.00%	0.40%	0.0719	N/A	100.00%	0.40%	0.0719	\$0
95.53%	1.94%	93.59%	12%	\$150,000	97.09%	1.56%	0.8030	N/A	95.63%	0.10%	0.0514	\$0
95.11%	1.36%	93.75%	24%	\$300,000	95.61%	0.50%	0.3651	\$0	95.46%	0.35%	0.2591	\$0
95.27%	0.89%	94.38%	24%	\$300,000	96.04%	0.77%	0.8702	\$0	95.98%	0.71%	0.7955	\$0
			100%	\$1,250,000				\$0				\$0

- Notes:**
- (1)-(5) Submitted in the Revised Annual Service Quality Report filed on 7/27/15 (see Attachment 3, Cols. (1) - (3) for FY16 Benchmark, Standard Deviation and Penalty Threshold data).
 - (6) Fourth quarter of fiscal year 2016 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 2016 (i.e., July '15 - June '16) 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 FY16 Report reflects activity between January '16 through June '16. 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 2016 - ANNUAL PERFORMANCE DATA**

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

SERVICE QUALITY MEASURES	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	Total or Weighted Average
CALL CENTER RESPONSIVENESS													
Total Calls Answered	47,802	43,996	45,864	52,438	38,240	38,341	39,291	41,455	46,218	41,094	40,521	38,276	513,536
Abandoned Calls	450	1,146	2,075	1,894	1,157	623	1,122	1,105	933	865	3,028	3,233	17,631
Total Calls Offered	48,252	45,142	47,939	54,332	39,397	38,964	40,413	42,560	47,151	41,959	43,549	41,509	531,167
% Abandoned Calls	0.93%	2.54%	4.33%	3.49%	2.94%	1.60%	2.78%	2.60%	1.98%	2.06%	6.95%	7.79%	3.32%
Answered in 60 Seconds	45,792	38,271	37,683	43,882	33,170	35,835	34,058	37,584	41,916	37,378	31,042	27,936	444,547
% Calls Answered in 60 Seconds	94.90%	84.78%	78.61%	80.77%	84.19%	91.97%	84.27%	88.31%	88.90%	89.08%	71.28%	67.30%	83.69%
METER READS													
Scheduled Meters	274,835	274,808	274,786	275,005	275,492	275,870	276,227	278,952	276,430	276,211	277,260	278,137	3,314,013
Meters Read	271,547	270,776	271,308	271,635	272,323	272,678	273,062	276,028	273,566	273,263	273,973	274,643	3,274,802
% On-Cycle Meter Reads	98.80%	98.53%	98.73%	98.77%	98.85%	98.84%	98.85%	98.95%	98.96%	98.93%	98.81%	98.74%	98.82%
METER TESTING*													
<= 500 Cfh** (180 month test interval)	124	142	195	173	215	114	716	188	424	397	534	334	3,556
> 500 Cfh (120 month test interval)	59	78	45	65	52	116	71	101	122	94	95	80	978
Total Meters Tested*	183	220	240	238	267	230	787	289	546	491	629	414	4,534
CUSTOMER REQUESTED TESTS													
Customer Requested Tests	0	2	1	0	1	1	0	0	0	0	1	0	6
Tests Completed in 15 Days	0	2	1	0	1	1	0	0	0	0	1	0	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%
SERVICE APPOINTMENTS													
Scheduled Service Appointments	1,709	1,562	1,883	2,504	2,230	2,232	1,812	1,512	1,990	1,687	1,652	1,743	22,516
Completed Service Appointments	1,634	1,456	1,773	2,342	2,083	2,177	1,758	1,453	1,922	1,649	1,600	1,685	21,532
% Service Appointments Met	95.61%	93.21%	94.16%	93.53%	93.41%	97.54%	97.02%	96.10%	96.58%	97.75%	96.85%	96.67%	95.63%
SAFETY													
Leak-Call Response:													
Normal Business Hours:													
- Total Calls	392	372	405	581	591	515	510	434	398	340	342	365	5,245
- Response in 30 Minutes or Less	380	354	391	552	561	493	489	408	378	323	331	347	5,007
% in 30 Minutes or Less	96.94%	95.16%	96.54%	95.01%	94.92%	95.73%	95.88%	94.01%	94.97%	95.00%	96.78%	95.07%	95.46%
After Business Hours***:													
- Total Calls	308	370	317	530	482	433	519	476	306	292	269	248	4,550
- Response in 45 Minutes or Less	298	356	308	510	460	417	504	438	299	283	251	243	4,367
% in 45 Minutes or Less	96.75%	96.22%	97.16%	96.23%	95.44%	96.30%	97.11%	92.02%	97.71%	96.92%	93.31%	97.98%	95.98%

* 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 2017**

Measures

Customer Service and Billing:

	Benchmark (Mean) FY16	Standard Deviation (+/-)	Penalty Threshold
Abandoned Calls	3.12%	2.31%	5.43%
Calls Answer in 60 Seconds	83.70%	9.02%	74.68%
On-Cycle Meter Reads	98.70%	0.23%	98.47%
Meter Testing*	<u>CY2016 GOAL</u>		
<= 500 Cfh*** (180 month test interval)	23,316		
> 500 Cfh (120 month test interval)	2,443		
Customer Requested Meter Tests	99.60%	5.56%	94.04%
Service Appointments Met	95.19%	2.02%	93.17%

Safety - Leak Call Response:

Normal Business Hours-30 min or less	95.16%	1.28%	93.88%
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**

SERVICE QUALITY MEASURES	Jul-13	Aug-13	Sep-13	Oct-13	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	
CALL CENTER RESPONSIVENESS																			
Total Calls Answered	45,226	44,390	44,383	51,801	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	
Abandoned Calls	801	493	849	517	537	647	961	946	876	680	1,475	1,054	862	1,090	6,762	3,951	1,986	2,504	
Total Calls Offered	46,027	44,883	45,232	52,318	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	
% Abandoned Calls	1.74%	1.10%	1.88%	0.99%	1.24%	1.82%	2.12%	2.12%	1.80%	3.83%	4.44%	3.09%	1.85%	2.40%	11.68%	6.51%	4.11%	5.51%	
Answered in 60 Seconds	40,550	41,502	39,830	48,216	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	
% Calls Answered in 60 Seconds	88.10%	92.47%	88.06%	92.16%	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%	
METER READS																			
Scheduled Meters	269,911	270,189	270,566	270,987	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	
Meters Read	264,446	265,380	266,199	266,793	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	
% On-Cycle Meter Reads	97.98%	98.22%	98.39%	98.45%	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%	
METER TESTING*																			
<= 500 Cfh (180 month test interval)	244	364	130	151	111	87	1,595	568	934	382	279	212	106	70	119	121	158	34	
> 500 Cfh (120 month test interval)	51	47	48	62	40	23	144	94	171	61	81	41	21	11	28	21	19	10	
Total Meters Tested	295	411	178	213	151	110	1,739	662	1,105	443	360	253	127	81	147	142	177	44	
Customer Requested Tests	0	0	0	1	0	0	1	6	1	0	2	0	1	4	1	1	1	0	
Tests Completed in 15 Days	0	0	0	1	0	0	1	6	1	0	2	0	1	4	1	1	1	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%	100.0%	100.0%	
SERVICE APPOINTMENTS																			
Scheduled Service Appointments	2,334	2,354	2,348	3001	2924	2655	2569	2534	3005	2,752	2,415	2,321	2,142	2,101	2,456	2464	2666	2363	
Completed Service Appointments	2,250	2,267	2,264	2858	2569	2512	2475	2453	2901	2,672	2,334	2,231	2,054	2,000	2,311	2316	2383	2244	
% Service Appointments Met	96.40%	96.30%	96.42%	95.23%	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%	
SAFETY																			
Leak-Call Response:																			
Normal Business Hours:																			
- Total Calls	592	555	602	719	699	631	811	430	530	470	509	422	451	420	526	580	497	526	
- Response in 30 Minutes or Less	569	535	568	696	659	588	756	413	505	444	483	402	436	403	500	565	466	491	
% in 30 Minutes or Less	96.11%	96.40%	94.35%	96.80%	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%	
After Business Hours**:																			
- Total Calls	281	395	456	460	657	602	689	447	482	336	308	312	321	340	383	406	576	401	
- Response in 45 Minutes or Less	271	385	442	452	627	575	656	429	465	325	297	299	309	328	370	401	553	382	
% in 45 Minutes or Less	96.44%	97.47%	96.93%	98.26%	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%	

*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	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Jan-16	Feb-16	Mar-16	Apr-16	May-16	Jun-16	36 Month Average	Standard Deviation	Penalty Threshold	Maximum Penalty
CALL CENTER RESPONSIVENESS																						
Total Calls Answered	44,490	46,659	59,007	51,852	53,313	53,539	47,802	43,996	45,864	52,438	38,240	38,341	39,291	41,455	46,218	41,094	40,521	38,276	46,010			
Abandoned Calls	2,916	2,019	1,803	863	723	334	450	1,146	2,075	1,894	1,157	623	1,122	1,105	933	865	3,028	3,233	1,480			
Total Calls Offered	47,406	48,678	60,810	52,715	54,036	53,873	48,252	45,142	47,939	54,332	39,397	38,964	40,413	42,560	47,151	41,959	43,549	41,509	47,490			
% Abandoned Calls	6.15%	4.15%	2.96%	1.64%	1.34%	0.62%	0.93%	2.54%	4.33%	3.49%	2.94%	1.60%	2.78%	2.60%	1.98%	2.06%	6.95%	7.79%	3.12%	2.31%	5.43%	7.74%
Answered in 60 Seconds	34,555	37,448	51,726	47,922	50,064	52,074	45,792	38,271	37,683	43,882	33,170	35,835	34,058	37,584	41,916	37,378	31,042	27,936	39,747			
% Calls Answered in 60 Seconds	72.89%	76.93%	85.06%	90.91%	92.65%	96.66%	94.90%	84.78%	78.61%	80.77%	84.19%	91.97%	84.27%	88.31%	88.90%	89.08%	71.28%	67.30%	83.70%	9.02%	74.68%	-65.66%
METER READS																						
Scheduled Meters	274,404	274,620	274,843	274,751	274,741	274,597	274,835	274,808	274,786	275,005	275,492	275,870	276,227	278,952	276,430	276,211	277,260	278,137	273,947			
Meters Read	269,094	270,841	271,297	271,555	271,578	271,425	271,547	270,776	271,308	271,635	272,323	272,678	273,062	276,028	273,566	273,263	273,973	274,643	270,374			
% On-Cycle Meter Reads	98.06%	98.62%	98.71%	98.84%	98.85%	98.84%	98.80%	98.53%	98.73%	98.77%	98.85%	98.84%	98.85%	98.95%	98.96%	98.93%	98.81%	98.74%	98.70%	0.23%	98.47%	98.24%
METER TESTING*																						
<= 500 Cfh (180 month test interval)	405	199	131	125	191	174	124	142	195	173	215	114	716	188	424	397	534	334	3,482			
> 500 Cfh (120 month test interval)	59	60	71	66	64	61	59	78	45	65	52	116	71	101	122	94	95	80	777			
Total Meters Tested	464	259	202	191	255	235	183	220	240	238	267	230	787	289	546	491	629	414	4,259			
Customer Requested Tests	2	0	2	1	3	0	0	2	1	0	1	1	0	0	0	0	1	0	1			
Tests Completed in 15 Days	2	0	2	1	3	0	0	2	1	0	1	1	0	0	0	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%	100.0%	100.0%	100.00%	0.00%	100.00%	100.00%
SERVICE APPOINTMENTS																						
Scheduled Service Appointments	2155	1356	1445	1,361	1,500	1,672	1,709	1,562	1,883	2504	2230	2232	1812	1512	1990	1,687	1,652	1,743	2,150			
Completed Service Appointments	2068	1281	1387	1,304	1,428	1,592	1,634	1,456	1,773	2342	2083	2177	1758	1453	1922	1,649	1,600	1,685	2,047			
% Service Appointments Met	95.96%	94.47%	95.99%	95.81%	95.20%	95.22%	95.61%	93.21%	94.16%	93.53%	93.41%	97.54%	97.02%	96.10%	96.58%	97.75%	96.85%	96.67%	95.19%	2.02%	93.17%	91.15%
SAFETY																						
Leak-Call Response:																						
Normal Business Hours:																						
- Total Calls	511	649	614	497	384	460	392	372	405	581	591	515	510	434	398	340	342	365	509			
- Response in 30 Minutes or Less	476	599	593	480	371	438	380	354	391	552	561	493	489	408	378	323	331	347	485			
% in 30 Minutes or Less	93.15%	92.30%	96.58%	96.58%	96.61%	95.22%	96.94%	95.16%	96.54%	95.01%	94.92%	95.73%	95.88%	94.01%	94.97%	95.00%	96.78%	95.07%	95.16%	1.28%	93.88%	92.60%
After Business Hours**:																						
- Total Calls	574	879	572	373	355	332	308	370	317	530	482	433	519	476	306	292	269	248	430			
- Response in 45 Minutes or Less	541	832	551	363	341	325	298	356	308	510	460	417	504	438	299	283	251	243	414			
% in 45 Minutes or Less	94.25%	94.65%	96.33%	97.32%	96.06%	97.89%	96.75%	96.22%	97.16%	96.23%	95.44%	96.30%	97.11%	92.02%	97.71%	96.92%	93.31%	97.98%	96.12%	1.33%	94.79%	93.46%

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

**The after business hours benchmarks were modif