

July 31, 2018

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 2018 Annual Report on Service Quality Plan

Dear Ms. Massaro:

Enclosed for filing are 10 copies of National Grid's¹ annual performance results for fiscal year (FY) 2018² for its gas operations in Rhode Island under the Service Quality Plan established in the above-referenced docket. The enclosed annual report covers the period of July 1, 2017 through June 30, 2018. The annual report also establishes updated benchmarks to be used in measuring performance for FY 2019, which covers the period of July 1, 2018 through June 30, 2019.

Attachment 1, Page 2 provides a summary of the Service Quality performance for both the fourth quarter and overall FY 2018, while Attachment 2 provides month-by-month details for each measure. As shown on Attachment 1, Page 2, Column (8), National Grid's fourth quarter performance was within one standard deviation of the established benchmarks in all areas. In addition, as shown on Attachment 1, Page 2, Column (12), National Grid's FY 2018 performance was within one standard deviation of the established benchmarks in all areas except for On-Cycle Meter Reads. On June 22, 2018, National Grid filed with the Public Utilities Commission (PUC) a request for relief from the penalty associated with its FY 2018 On-Cycle Meter Reads performance as a result of an exogenous and/or force majeure event. At the time of this filing, the PUC has not ruled on the Company's request for relief from the penalty. On July 30, 2018, the Division of Public Utilities and Carriers (Division) filed a Memorandum recommending the approval of the Company's request for relief from the penalty.

The benchmark for Meter Testing is based on a calendar year basis, and was revised in October 2012 to reflect the Division's Rules and Regulations Prescribing Standards for Gas Utilities, Master Meter Systems, and Jurisdictional Propane Systems. National Grid has tested a total of 8,291 meters during the period of January 2018 through June 2018, as shown on Attachment 1, Page 2. National Grid will report the final calendar year results for this measure in

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

² The fiscal year in Docket No. 3476 runs from July 1 through June 30.

its second quarter report for FY 2019. In addition, the After Business Hours benchmarks were modified effective January 1, 2013 and continue to be fixed at a mean of 95.27%, with a penalty threshold of 94.38%.

As noted above, National Grid has also updated the performance benchmarks for FY 2019 to incorporate the results of the most recent 12 months of data. Attachment 3 summarizes the benchmarks that will be used to measure performance for the period from July 1, 2018 through June 30, 2019. Attachment 4 provides National Grid's monthly statistics used to calculate the new benchmarks based on the most recent 36 months of data. Please note that National Grid 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%, however, would not be reasonable or practical. Accordingly, for this measure only (customer-requested meter tests), National Grid proposes to continue use a mean benchmark of 99.60% with a penalty threshold of 94.04%, as it has used in prior years.

Finally, please note that the figure for Scheduled Meters to be read for July 2017 has been updated from the figure previously reported in the first quarter report. As a result, the On-Cycle Meter Reads metrics for that month have been updated for this annual report. The overall FY 2018 performance reflects the most up-to-date figures.

Thank you for your attention to this filing. If you have any questions, please contact me at 401-784-7415.

Very truly yours,



Robert J. Humm

Enclosures

cc: Docket 3476 Service List
Leo Wold, Esq.
John Bell, Division
Al Mancini, Division

**NATIONAL GRID - GAS OPERATIONS
SERVICE QUALITY PERFORMANCE
FISCAL YEAR 2018 - FOURTH QUARTER REPORT (2nd Quarter CY2018) ***

<u>SERVICE QUALITY MEASURES</u>	<u>Apr-18</u>	<u>May-18</u>	<u>Jun-18</u>	<u>Total or Weighted Average</u>	<u>Benchmark</u>	<u>Penalty Threshold</u>
<u>CALL CENTER RESPONSIVENESS</u>						
Total Calls Answered	47,681	51,900	45,836	145,417		
Abandoned Calls	<u>1,125</u>	<u>1,458</u>	<u>1,074</u>	<u>3,657</u>		
Total Calls Offered	48,806	53,358	46,910	149,074		
% Abandoned Calls	2.31%	2.73%	2.29%	2.45%	3.68%	6.59%
Answered in 60 Seconds	42,676	44,475	40,356	127,507		
% Calls Answered in 60 Seconds	87.44%	83.35%	86.03%	85.53%	82.40%	71.60%
<u>METER READS</u>						
Scheduled Meters	278,913	278,928	279,140	836,981		
Meters Read	275,587	275,629	275,869	827,085		
% On-Cycle Meter Reads	98.81%	98.82%	98.83%	98.82%	98.70%	98.53%
<u>METER TESTING**</u>						
					<u>CALENDAR YTD</u>	<u>CY2018 GOAL</u>
<= 500 Cfh*** (180 month test interval)	1,680	1,526	1,296	4,502	7,389	31,701
> 500 Cfh (120 month test interval)	221	156	144	521	902	3,091
Meters Not Tested (Attempts Exhausted)					21,677	
Inactive Meters					1,629	
Total					31,597	34,792
<u>CUSTOMER REQUESTED TESTS</u>						
Customer Requested Tests	0	0	1	1		
Tests Completed in 15 Days	0	0	1	1		
% Completed in 15 Days	100.00%	100.0%	100.0%	100.0%	99.60%	94.04%
<u>SERVICE APPOINTMENTS</u>						
Scheduled Service Appointments	3,078	3,369	3,071	9,518		
Completed Service Appointments	2,913	3,141	2,951	9,005		
% Service Appointments Met	94.64%	93.23%	96.09%	94.61%	95.00%	93.40%
<u>SAFETY</u>						
Leak-Call Response:						
Normal Business Hours:						
- Total Calls	389	373	318	1,080		
- Response in 30 Minutes or Less	372	354	307	1,033		
% in 30 Minutes or Less	95.63%	94.91%	96.54%	95.65%	95.28%	93.96%
After Business Hours****:						
- Total Calls	298	274	268	840		
- Response in 45 Minutes or Less	289	262	256	807		
% in 45 Minutes or Less	96.98%	95.62%	95.52%	96.07%	95.27%	94.38%

* Note: Docket No. 3476 fiscal year runs July 1 through June 30.

** The meter testing measure is compiled on a calendar year basis. The final calendar year 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 2018 - FOURTH QUARTER REPORT

Service Quality Measures

Customer Service and Billing:

	Benchmarks & Penalties					Quarterly Performance				Annual Performance			
	Benchmark (Mean) (1)	Standard Deviation (2)	Penalty Threshold (3)	Penalty Weight (4)	Maximum Penalty (5)	4th Quarter Performance (6)	Variance from Mean (7)	# Standard Deviations (8)	Penalty (9)	Fiscal YTD Performance (10)	Variance from Mean (11)	# Standard Deviations (12)	Penalty (13)
Abandoned Calls	3.68%	2.91%	6.59%	12%	\$150,000	2.45%	1.23%	0.4216	\$0	2.04%	1.64%	0.5634	\$0
Calls Answered in 60 Seconds	82.40%	10.80%	71.60%	12%	\$150,000	85.53%	3.13%	0.2901	\$0	88.62%	6.22%	0.5764	\$0
On-Cycle Meter Reads	98.70%	0.17%	98.53%	6%	\$75,000	98.82%	0.12%	0.6921	\$0	97.37%	-1.33%	7.8416	\$75,000
Meter Testing ¹⁴				6%	\$75,000				\$0				\$0
Total Meters <=500 Cfh Tested (180 month test interval)	31,701					4,502				7,389			
Total Meters >500 Cfh Tested (120 month test interval)	3,091					521				902			
Customer Requested Meter Tests	99.60%	5.56%	94.04%	4%	\$50,000	100.00%	0.40%	0.0719	\$0	100.00%	0.40%	0.0719	\$0
Service Appointments Met	95.00%	1.60%	93.40%	12%	\$150,000	94.61%	-0.39%	0.2436	\$0	94.47%	-0.53%	0.3288	\$0
<u>Safety - Leak Call Response:</u>													
Normal Business Hours-30 min or less	95.28%	1.32%	93.96%	24%	\$300,000	95.65%	0.37%	0.2789	\$0	95.26%	-0.02%	0.0150	\$0
After Business Hours ¹⁵ -45 min or less	95.27%	0.89%	94.38%	24%	\$300,000	96.07%	0.80%	0.9005	\$0	95.91%	0.64%	0.7206	\$0
				100%	\$1,250,000				\$0				\$75,000

Notes:

- (1)-(5) Submitted in the Annual Service Quality Report filed on July 31, 2017 (see Attachment 3, Cols. (1) - (3) for fiscal year (FY) 2018 Benchmark, Standard Deviation, and Penalty Threshold data).
- (6) Fourth quarter of FY 2018 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 FY 2018 (i.e., July 2017 - June 2018) 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. At the time of this filing, the Company's request for relief from the On-Cycle Meter Reads penalty as a result of an exogenous and/or force majeure event is pending in Docket No. 3476.
- (14) The meter testing measure is compiled on a calendar year basis. Therefore, the FY 2018 Report reflects activity between January 2018 through June 2018. The final calendar year results will be adjusted to reflect the total of attempted periodic tests of meters and will be provided at calendar year end.
- (15) The After Business Hours benchmarks were modified effective January 1, 2013 and are now fixed at a mean of 95.27% with a penalty threshold of 94.38%.

**NATIONAL GRID - GAS OPERATIONS
SERVICE QUALITY PERFORMANCE
FISCAL YEAR 2018 - ANNUAL PERFORMANCE DATA**

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

SERVICE QUALITY MEASURES	Jul-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Total or Weighted Average
CALL CENTER RESPONSIVENESS													
Total Calls Answered	33,766	36,777	35,203	39,408	41,512	38,843	45,543	40,946	46,737	47,681	51,900	45,836	504,152
Abandoned Calls	1,242	475	532	509	955	490	862	867	912	1,125	1,458	1,074	10,501
Total Calls Offered	35,008	37,252	35,735	39,917	42,467	39,333	46,405	41,813	47,649	48,806	53,358	46,910	514,653
% Abandoned Calls	3.55%	1.28%	1.49%	1.28%	2.25%	1.25%	1.86%	2.07%	1.91%	2.31%	2.73%	2.29%	2.04%
Answered in 60 Seconds	27,288	34,344	32,960	37,281	37,514	36,639	41,823	37,933	42,822	42,676	44,475	40,356	456,111
% Calls Answered in 60 Seconds	77.95%	92.19%	92.23%	93.40%	88.34%	93.15%	90.13%	90.72%	89.87%	87.44%	83.35%	86.03%	88.62%
METER READS													
Scheduled Meters	278,541	277,635	277,635	277,798	278,026	278,470	298,194	278,698	280,524	278,913	278,929	279,140	3,362,503
Meters Read	274,489	273,488	273,679	273,698	231,236	275,015	294,679	275,240	275,356	275,587	275,630	275,869	3,273,966
% On-Cycle Meter Reads	98.55%	98.51%	98.58%	98.52%	83.17%	98.76%	98.82%	98.76%	98.16%	98.81%	98.82%	98.83%	97.37%
METER TESTING*													
<= 500 Cfh** (180 month test interval)	1,252	945	856	925	761	296	542	1,138	1,207	1,680	1,526	1,296	12,424
> 500 Cfh (120 month test interval)	97	78	105	132	50	57	113	122	146	221	156	144	1,421
Total Meters Tested*	1,349	1,023	961	1,057	811	353	655	1,260	1,353	1,901	1,682	1,440	13,845
CUSTOMER REQUESTED TESTS													
Customer Requested Tests	1	2	0	0	0	0	0	0	1	0	0	1	5
Tests Completed in 15 Days	1	2	0	0	0	0	0	0	1	0	0	1	5
% 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	2,656	2,946	2,804	2840	3206	2198	2533	2591	2891	3,078	3,369	3,071	34,183
Completed Service Appointments	2,528	2,749	2,619	2665	3014	2086	2376	2503	2749	2,913	3,141	2,951	32,294
% Service Appointments Met	95.18%	93.31%	93.40%	93.84%	94.01%	94.90%	93.80%	96.60%	95.09%	94.64%	93.23%	96.09%	94.47%
SAFETY													
Leak-Call Response:													
Normal Business Hours:													
- Total Calls	389	465	445	512	632	561	570	380	367	389	373	318	5,401
- Response in 30 Minutes or Less	360	449	435	485	608	525	535	364	351	372	354	307	5,145
% in 30 Minutes or Less	92.54%	96.56%	97.75%	94.73%	96.20%	93.58%	93.86%	95.79%	95.64%	95.63%	94.91%	96.54%	95.26%
After Business Hours***:													
- Total Calls	307	333	304	359	489	513	561	317	355	298	274	268	4,378
- Response in 45 Minutes or Less	295	317	284	343	471	490	539	310	343	289	262	256	4,199
% in 45 Minutes or Less	96.09%	95.20%	93.42%	95.54%	96.32%	95.52%	96.08%	97.79%	96.62%	96.98%	95.62%	95.52%	95.91%

* 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 of 95.27% with a penalty threshold of 94.38%.

**NATIONAL GRID - GAS OPERATIONS
REVISED SERVICE QUALITY BENCHMARKS
FISCAL YEAR 2019**

Measures

Customer Service and Billing:

Abandoned Calls
Calls Answer in 60 Seconds
On-Cycle Meter Reads
Meter Testing*
 <= 500 Cfh (180 month test interval)
 > 500 Cfh (120 month test interval)
Customer Requested Meter Tests**
Service Appointments Met

Benchmark (Mean) FY19	Standard Deviation (+/-)	Penalty Threshold
2.93%	2.55%	5.48%
85.62%	8.80%	76.82%
98.26%	2.59%	95.67%
<u>CY2018 GOAL</u>		
31,701		
3,091		
99.60%	5.56%	94.04%
94.94%	1.41%	93.53%

Safety - Leak Call Response:

Normal Business Hours-30 min or less
After Business Hours***-45 min or less

95.33%	1.23%	94.10%
95.27%	0.89%	94.38%

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

**Most recent 36 months of data generate an unpractical benchmark of 100%. National Grid proposes to use a mean benchmark of 99.60% with a penalty threshold of 94.04%, as in prior years.

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

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

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	Jul-16
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	32,562
Abandoned Calls	450	1,146	2,075	1,894	1,157	623	1,122	1,105	933	865	3,028	3,233	5,307
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	37,869
% 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%	14.01%
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	21,724
% 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%	57.37%
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	276,243
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	272,548
% 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%	98.66%
METER TESTING*													
<= 500 Cfh (180 month test interval)	124	142	195	173	215	114	716	188	424	397	534	334	192
> 500 Cfh (120 month test interval)	59	78	45	65	52	116	71	101	122	94	95	80	57
Total Meters Tested	183	220	240	238	267	230	787	289	546	491	629	414	249
Customer Requested Tests	0	2	1	0	1	1	0	0	0	0	1	0	0
Tests Completed in 15 Days	0	2	1	0	1	1	0	0	0	0	1	0	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%
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	1,411
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	1,367
% 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%	96.88%
SAFETY													
Leak-Call Response:													
Normal Business Hours:													
- Total Calls	392	372	405	581	591	515	510	434	398	340	342	365	322
- Response in 30 Minutes or Less	380	354	391	552	561	493	489	408	378	323	331	347	304
% 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%	94.41%
After Business Hours**:													
- Total Calls	308	370	317	530	482	433	519	476	306	292	269	248	235
- Response in 45 Minutes or Less	298	356	308	510	460	417	504	438	299	283	251	243	228
% 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%	97.02%

*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 of 95.27% with a penalty threshold of 94.38%.

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

<u>SERVICE QUALITY MEASURES</u>	<u>Aug-16</u>	<u>Sep-16</u>	<u>Oct-16</u>	<u>Nov-16</u>	<u>Dec-16</u>	<u>Jan-17</u>	<u>Feb-17</u>	<u>Mar-17</u>	<u>Apr-17</u>	<u>May-17</u>	<u>Jun-17</u>	<u>Jul-17</u>
CALL CENTER RESPONSIVENESS												
Total Calls Answered	40,735	34,541	40,143	36,196	36,514	38,881	35,880	42,893	37,937	45,202	39,183	33,766
Abandoned Calls	1,444	494	379	411	285	740	928	869	671	1,813	3,187	1,242
Total Calls Offered	42,179	35,035	40,522	36,607	36,799	39,621	36,808	43,762	38,608	47,015	42,370	35,008
% Abandoned Calls	3.42%	1.41%	0.94%	1.12%	0.77%	1.87%	2.52%	1.99%	1.74%	3.86%	7.52%	3.55%
Answered in 60 Seconds	35,737	32,917	38,893	34,704	35,330	34,937	30,555	38,656	34,489	37,028	28,409	27,288
% Calls Answered in 60 Seconds	84.73%	93.95%	95.98%	94.80%	96.01%	88.18%	83.01%	88.33%	89.33%	78.76%	67.05%	77.95%
METER READS												
Scheduled Meters	276,302	276,315	279,383	276,880	282,457	299,485	279,335	281,014	278,658	281,522	278,158	278,541
Meters Read	272,380	272,163	275,384	272,986	278,065	295,734	275,757	277,300	274,875	277,617	273,922	274,489
% On-Cycle Meter Reads	98.58%	98.50%	98.57%	98.59%	98.45%	98.75%	98.72%	98.68%	98.64%	98.61%	98.48%	98.55%
METER TESTING*												
<= 500 Cfh (180 month test interval)	333	578	1,056	398	371	450	837	1,521	1,830	2,036	1,140	1,252
> 500 Cfh (120 month test interval)	41	65	63	23	33	103	139	137	250	203	102	97
Total Meters Tested	374	643	1,119	421	404	553	976	1,658	2,080	2,239	1,242	1,349
Customer Requested Tests	2	0	1	0	0	0	0	0	0	0	0	1
Tests Completed in 15 Days	2	0	1	0	0	0	0	0	0	0	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%
SERVICE APPOINTMENTS												
Scheduled Service Appointments	1,748	2,412	2,960	2,493	2,417	2,190	2,620	3,855	3,165	3,175	3,079	2,656
Completed Service Appointments	1,652	2,316	2,791	2,324	2,249	2,099	2,515	3,672	3,031	3,034	2,887	2,528
% Service Appointments Met	94.51%	96.02%	94.29%	93.22%	93.05%	95.84%	95.99%	95.25%	95.77%	95.56%	93.76%	95.18%
SAFETY												
Leak-Call Response:												
Normal Business Hours:												
- Total Calls	453	442	516	515	591	497	362	384	384	437	491	389
- Response in 30 Minutes or Less	438	412	495	480	564	475	346	377	364	417	467	360
% in 30 Minutes or Less	96.69%	93.21%	95.93%	93.20%	95.43%	95.57%	95.58%	98.18%	94.79%	95.42%	95.11%	92.54%
After Business Hours**:												
- Total Calls	311	269	385	389	534	437	371	391	294	300	294	307
- Response in 45 Minutes or Less	305	261	372	378	506	421	361	359	289	290	283	295
% in 45 Minutes or Less	98.07%	97.03%	96.62%	97.17%	94.76%	96.34%	97.30%	91.82%	98.30%	96.67%	96.26%	96.09%

NATIONAL GRID - GAS OPERATIONS
SERVICE QUALITY BENCHMARKS

<u>SERVICE QUALITY MEASURES</u>	<u>Aug-17</u>	<u>Sep-17</u>	<u>Oct-17</u>	<u>Nov-17</u>	<u>Dec-17</u>	<u>Jan-18</u>	<u>Feb-18</u>	<u>Mar-18</u>	<u>Apr-18</u>	<u>May-18</u>	<u>Jun-18</u>	<u>36 Month Average</u>	<u>Standard Deviation</u>	<u>Penalty Threshold</u>	<u>Maximum Penalty</u>
CALL CENTER RESPONSIVENESS															
Total Calls Answered	36,777	35,203	39,408	41,512	38,843	45,543	40,946	46,737	47,681	51,900	45,836	41,065			
Abandoned Calls	475	532	509	955	490	862	867	912	1,125	1,458	1,074	1,241			
Total Calls Offered	37,252	35,735	39,917	42,467	39,333	46,405	41,813	47,649	48,806	53,358	46,910	42,306			
% Abandoned Calls	1.28%	1.49%	1.28%	2.25%	1.25%	1.86%	2.07%	1.91%	2.31%	2.73%	2.29%	2.93%	2.55%	5.48%	8.03%
Answered in 60 Seconds	34,344	32,960	37,281	37,514	36,639	41,823	37,933	42,822	42,676	44,475	40,356	36,223			
% Calls Answered in 60 Seconds	92.19%	92.23%	93.40%	88.34%	93.15%	90.13%	90.72%	89.87%	87.44%	83.35%	86.03%	85.62%	8.80%	76.82%	68.02%
METER READS															
Scheduled Meters	277,635	277,635	277,798	278,026	278,470	298,194	278,698	280,524	278,913	278,929	279,140	278,952			
Meters Read	273,488	273,679	273,698	231,236	275,015	294,679	275,240	275,356	275,587	275,630	275,869	274,097			
% On-Cycle Meter Reads	98.51%	98.58%	98.52%	83.17%	98.76%	98.82%	98.76%	98.16%	98.81%	98.82%	98.83%	98.26%	2.59%	95.67%	93.08%
METER TESTING*															
<= 500 Cfh (180 month test interval)	945	856	925	761	296	542	1,138	1,207	1,680	1,526	1,296	8,907			
> 500 Cfh (120 month test interval)	78	105	132	50	57	113	122	146	221	156	144	1,205			
Total Meters Tested	1,023	961	1,057	811	353	655	1,260	1,353	1,901	1,682	1,440	10,112			
Customer Requested Tests	2	0	0	0	0	0	0	1	0	0	1	0			
Tests Completed in 15 Days	2	0	0	0	0	0	0	1	0	0	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%	100.00%	0.00%	100.00%	100.00%
SERVICE APPOINTMENTS															
Scheduled Service Appointments	2,946	2,804	2,840	3,206	2,198	2,533	2,591	2,891	3,078	3,369	3,071	2,451			
Completed Service Appointments	2,749	2,619	2,665	3,014	2,086	2,376	2,503	2,749	2,913	3,141	2,951	2,327			
% Service Appointments Met	93.31%	93.40%	93.84%	94.01%	94.90%	93.80%	96.60%	95.09%	94.64%	93.23%	96.09%	94.94%	1.41%	93.53%	92.12%
SAFETY															
Leak-Call Response:															
Normal Business Hours:															
- Total Calls	465	445	512	632	561	570	380	367	389	373	318	446			
- Response in 30 Minutes or Less	449	435	485	608	525	535	364	351	372	354	307	425			
% in 30 Minutes or Less	96.56%	97.75%	94.73%	96.20%	93.58%	93.86%	95.79%	95.64%	95.63%	94.91%	96.54%	95.33%	1.23%	94.10%	92.87%
After Business Hours**:															
- Total Calls	333	304	359	489	513	561	317	355	298	274	268	365			
- Response in 45 Minutes or Less	317	284	343	471	490	539	310	343	289	262	256	351			
% in 45 Minutes or Less	95.20%	93.42%	95.54%	96.32%	95.52%	96.08%	97.79%	96.62%	96.98%	95.62%	95.52%	96.05%	1.52%	94.53%	93.01%