

July 31, 2014

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 2014 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 2014 ("FY14")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, 2013 through June 30, 2014. This report also establishes updated benchmarks to be used in measuring performance for fiscal year 2015 ("FY15"), which covers the period of July 1, 2014 through June 30, 2015. Based on the Company's actual performance results, the Company did not incur any penalties for FY14.

Please note that revisions were made to the Total Calls Answered and Calls Answered in 60 seconds as part of the Customer Service and Billing performance measures for the month of March 2014, which had been previously reported in the Company's third quarter report filed on April 30, 2014. The numbers previously reported in the third quarter report for that month were preliminary, and the corrections have 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 FY14 will not change based upon this update. However, these changes have been factored into the calculation of the updated benchmarks for FY15. The Company also updated the numbers for Response in 30 Minutes or Less under the Safety performance measures for the month of December 2013, which had been previously reported in the Company's second quarter report. This change has also been highlighted in Attachment 2. This change represents a slight decrease in the Company's annual performance, but is still within one standard deviation of the established benchmark.

Attachment 1, Page 2 of 2 provides a summary of the SQ performance for both the fourth quarter and FY14, 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,

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.

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 FY14 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 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 4,562 meters during the period of January 2014 through June 2014. The Company will report the final calendar year results for this measure in the Company's second quarter report for FY15. 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 FY15 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, 2014 through June 30, 2015, and Attachment 4 provides the Company's monthly statistics used to calculate the new benchmarks based on the 36 most recent months of data. For customer requested meter tests, please note that the Company completed 100% of the customer requested meter tests within 15 days during the 36 months of the benchmark period, generating a standard deviation of zero and a benchmark of 100%. Establishing a benchmark of 100% would not be reasonable or practical. Accordingly, for this measure only (customer requested meter tests), the Company proposes to use a mean benchmark of 99.60% with a penalty threshold of 94.04% that were utilized in FY11, FY12, and FY13.

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

NATIONAL GRID - GAS OPERATIONS
SERVICE QUALITY PERFORMANCE
FISCAL YEAR 2014 - FOURTH QUARTER REPORT (2nd Quarter CY2014) **

<u>SERVICE QUALITY MEASURES</u>	<u>Apr-14</u>	<u>May-14</u>	<u>Jun-14</u>	<u>Total or Weighted Average</u>	<u>Benchmark</u>	<u>Penalty Threshold</u>
<u>CALL CENTER RESPONSIVENESS</u>						
Total Calls Answered	47,799	53,759	45,617	147,175		
Abandoned Calls	680	1,475	1,054	3,209		
Total Calls Offered	48,479	55,234	46,671	150,384		
% Abandoned Calls	1.40%	2.67%	2.26%	2.13%	3.27%	4.88%
Answered in 60 Seconds	43,976	46,086	39,549	129,611		
% Calls Answered in 60 Seconds	90.71%	83.44%	84.74%	86.19%	83.14%	75.90%
<u>METER READS</u>						
Scheduled Meters	272,493	272,581	272,655	817,729		
Meters Read	269,415	269,479	269,335	808,229		
% On-Cycle Meter Reads	98.87%	98.86%	98.78%	98.84%	97.37%	94.24%
<u>METER TESTING**</u>						
					CALENDAR YTD	CY2014 GOAL
<= 500 Cfh*** (180 month test interval)	382	279	212	873	3970	11,795
> 500 Cfh (120 month test interval)	61	81	41	183	592	1,142
<u>CUSTOMER REQUESTED TESTS</u>						
Customer Requested Tests	0	2	0	2		
Tests Completed in 15 Days	0	2	0	2		
% Completed in 15 Days	100.00%	100.0%	100.0%	100.0%	99.60%	94.04%
<u>SERVICE APPOINTMENTS</u>						
Scheduled Service Appointments	2,752	2,415	2,321	7,488		
Completed Service Appointments	2,672	2,334	2,231	7,237		
% Service Appointments Met	97.09%	96.65%	96.12%	96.65%	96.92%	95.28%
<u>SAFETY</u>						
Leak-Call Response:						
Normal Business Hours:						
- Total Calls	470	509	422	1,401		
- Response in 30 Minutes or Less	444	483	402	1,329		
% in 30 Minutes or Less	94.47%	94.89%	95.26%	94.86%	95.63%	94.15%
After Business Hours****:						
- Total Calls	336	308	312	956		
- Response in 45 Minutes or Less	325	297	299	921		
% in 45 Minutes or Less	96.73%	96.43%	95.83%	96.34%	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 2014 - 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)
3.27%	1.61%	4.88%	12%	\$150,000	2.13%	1.14%	0.7057	N/A	1.77%	1.50%	0.9335	\$0
83.14%	7.24%	75.90%	12%	\$150,000	86.19%	3.05%	0.4208	N/A	88.20%	5.06%	0.6991	\$0
97.37%	3.13%	94.24%	6%	\$75,000	98.84%	1.47%	0.4691	N/A	98.58%	1.21%	0.3875	\$0
			6%	\$75,000				N/A				\$0
11,795					873				3,970			
1,142					183				592			
99.60%	5.56%	94.04%	4%	\$50,000	100.00%	0.40%	0.0719	N/A	100.00%	0.40%	0.0719	\$0
96.92%	1.64%	95.28%	12%	\$150,000	96.65%	-0.27%	0.1659	N/A	95.43%	-1.49%	0.9078	\$0
95.63%	1.48%	94.15%	24%	\$300,000	94.86%	-0.77%	0.5197	\$0	94.95%	-0.68%	0.4596	\$0
95.27%	0.89%	94.38%	24%	\$300,000	96.34%	1.07%	1.2010	\$0	96.28%	1.01%	1.1309	\$0
			100%	\$1,250,000				\$0				\$0

Notes:

- (1)-(5) Submitted in the Revised Annual Service Quality Report filed on 10/15/13 (see Attachment 3, Cols. (1) - (3) for FY15 Benchmark, Standard Deviation and Penalty Threshold data).
- (6) Fourth quarter of fiscal year 2014 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 2014 (i.e., July '13 - June '14) 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 FY14 Report reflects activity between January '14 through June '14. 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 2014 - ANNUAL PERFORMANCE DATA**

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

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	Total or Weighted Average
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	546,777
Abandoned Calls	801	493	849	517	537	647	961	946	876	680	1,475	1,054	9,836
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	556,613
% Abandoned Calls	1.74%	1.10%	1.88%	0.99%	1.24%	1.82%	2.12%	2.12%	1.80%	1.40%	2.67%	2.26%	1.77%
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	490,941
% 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%	88.20%
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	3,259,774
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	3,213,582
% 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%	98.58%
METER TESTING*													
<= 500 Cfh** (180 month test interval)	244	364	130	151	111	87	1,595	568	934	382	279	212	5,057
> 500 Cfh (120 month test interval)	51	47	48	62	40	23	144	94	171	61	81	41	863
Total Meters Tested*	295	411	178	213	151	110	1,739	662	1,105	443	360	253	5,920
CUSTOMER REQUESTED TESTS													
Customer Requested Tests	0	0	0	1	0	0	1	6	1	0	2	0	11
Tests Completed in 15 Days	0	0	0	1	0	0	1	6	1	0	2	0	11
% 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	2,334	2,354	2,348	3001	2924	2655	2569	2534	3005	2,752	2,415	2,321	31,212
Completed Service Appointments	2,250	2,267	2,264	2858	2569	2512	2475	2453	2901	2,672	2,334	2,231	29,786
% 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%	95.43%
SAFETY													
Leak-Call Response:													
Normal Business Hours:													
- Total Calls	592	555	602	719	699	631	811	430	530	470	509	422	6,970
- Response in 30 Minutes or Less	569	535	568	696	659	588	756	413	505	444	483	402	6,618
% 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%	94.95%
After Business Hours***:													
- Total Calls	281	395	456	460	657	602	689	447	482	336	308	312	5,425
- Response in 45 Minutes or Less	271	385	442	452	627	575	656	429	465	325	297	299	5,223
% 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%	96.28%

* 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 2015**

Measures

Customer Service and Billing:

	Benchmark (Mean) FY15	Standard Deviation (+/-)	Penalty Threshold
Abandoned Calls	2.66%	1.57%	4.23%
Calls Answer in 60 Seconds	84.94%	6.98%	77.96%
On-Cycle Meter Reads	97.52%	3.17%	94.35%
Meter Testing*	<u>CY2014 GOAL</u>		
<= 500 Cfh*** (180 month test interval)	11,795		
> 500 Cfh (120 month test interval)	1,142		
Customer Requested Meter Tests	99.60%	5.56%	94.04%
Service Appointments Met	96.04%	1.96%	94.08%

Safety - Leak Call Response:

Normal Business Hours-30 min or less	95.23%	1.32%	93.91%
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-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	Oct-12
CALL CENTER RESPONSIVENESS																
Total Calls Answered	54,892	58,043	58,284	63,456	59,837	51,258	53,346	75,262	66,824	58,815	63,660	54,749	45,454	49,949	45,982	52,529
Abandoned Calls	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	1,690
Total Calls Offered	56,177	59,854	61,575	68,311	64,399	53,448	55,992	77,269	67,976	59,582	64,793	55,533	46,250	50,715	47,015	54,219
% Abandoned Calls	2.29%	3.03%	5.34%	7.11%	7.08%	4.10%	4.73%	2.60%	1.69%	3.83%	4.44%	3.09%	1.72%	1.51%	2.20%	3.12%
Answered in 60 Seconds	50,577	52,613	45,135	45,952	44,991	42,919	40,502	65,162	60,349	55,172	57,515	51,349	41,538	46,069	40,731	44,509
% Calls Answered in 60 Seconds	90.03%	87.90%	73.30%	67.27%	69.86%	80.30%	72.34%	84.33%	88.78%	92.60%	88.77%	92.47%	89.81%	90.84%	86.63%	82.09%
METER READS																
Scheduled Meters	265,621	265,575	264,968	265,945	266,162	266,768	266,950	266,415	265,992	265,952	265,969	266,418	266,851	267,149	267,540	267,977
Meters Read	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	262,610
% On-Cycle Meter Reads	98.38%	98.09%	81.76%	98.35%	98.15%	98.19%	98.26%	98.37%	97.42%	98.11%	98.11%	98.15%	98.12%	98.09%	98.16%	98.00%
METER TESTING*																
<= 500 Cfh (180 month test interval)	994	829	967	2388	1928	1046	1031	1068	1660	1,033	989	1,237	1345	1313	768	642
> 500 Cfh (120 month test interval)	126	96	123	140	173	64	72	85	69	84	42	72	79	69	60	35
Total Meters Tested	1,120	925	1,090	2,528	2,101	1,110	1,103	1,153	1,729	1,117	1,031	1,309	1,424	1,382	828	677
Customer Requested Tests	1	4	0	1	0	1	0	1	0	0	0	0	1	0	2	3
Tests Completed in 15 Days	1	4	0	1	0	1	0	1	0	0	0	0	1	0	2	3
% Completed in 15 Days	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
SERVICE APPOINTMENTS																
Scheduled Service Appointments	2900	2625	3038	5024	4889	3214	3286	3565	4526	3,216	3,357	3,811	3709	3419	2659	3225
Completed Service Appointments	2870	2574	3006	4881	4705	3158	3097	3271	4350	3,075	3,212	3,626	3559	3315	2558	3122
% Service Appointments Met	98.97%	98.06%	98.95%	97.15%	96.24%	98.26%	94.25%	91.75%	96.11%	95.62%	95.68%	95.15%	95.96%	96.96%	96.20%	96.81%
SAFETY																
Leak-Call Response:																
Normal Business Hours:																
- Total Calls	586	667	504	628	549	535	544	417	395	484	677	589	500	590	470	595
- Response in 30 Minutes or Less	570	642	474	598	513	510	513	386	385	464	654	571	471	568	449	563
% in 30 Minutes or Less	97.27%	96.25%	94.05%	95.22%	93.44%	95.33%	94.30%	92.57%	97.47%	95.87%	96.60%	96.94%	94.20%	96.27%	95.53%	94.62%
After Business Hours**:																
- Total Calls	333	376	334	544	609	562	446	385	305	279	265	342	343	331	421	431
- Response in 45 Minutes or Less	312	366	329	531	589	540	438	371	299	272	258	330	330	323	406	420
% in 45 Minutes or Less	93.69%	97.34%	98.50%	97.61%	96.72%	96.09%	98.21%	96.36%	98.03%	97.49%	97.36%	96.49%	96.21%	97.58%	96.44%	97.45%

*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-12	Dec-12	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14
CALL CENTER RESPONSIVENESS																
Total Calls Answered	49,169	42,990	52,287	46,368	48,572	47,832	55,271	45,293	45,226	44,390	44,383	51,801	42,910	34,965	44,430	43,719
Abandoned Calls	781	488	617	935	949	1,584	2,550	1,898	801	493	849	517	537	647	961	946
Total Calls Offered	49,950	43,478	52,904	47,303	49,521	49,416	57,821	47,191	46,027	44,883	45,232	52,318	43,447	35,612	45,391	44,665
% Abandoned Calls	1.56%	1.12%	1.17%	1.98%	1.92%	3.21%	4.41%	4.02%	1.74%	1.10%	1.88%	0.99%	1.24%	1.82%	2.12%	2.12%
Answered in 60 Seconds	45,792	40,006	47,974	41,317	42,905	39,263	42,788	35,468	40,550	41,502	39,830	48,216	39,613	31,446	39,421	38,280
% Calls Answered in 60 Seconds	91.68%	92.01%	90.68%	87.35%	86.64%	79.45%	74.00%	75.16%	88.10%	92.47%	88.06%	92.16%	91.18%	88.30%	86.85%	85.70%
METER READS																
Scheduled Meters	268,158	268,806	269,202	268,642	269,284	269,440	269,670	268,663	269,911	270,189	270,566	270,987	271,480	271,891	272,190	272,367
Meters Read	237,720	263,574	264,054	258,409	264,181	264,787	264,774	263,327	264,446	265,380	266,199	266,793	267,747	268,057	268,502	269,011
% On-Cycle Meter Reads	88.65%	98.05%	98.09%	96.19%	98.10%	98.27%	98.18%	98.01%	97.98%	98.22%	98.39%	98.45%	98.62%	98.59%	98.65%	98.77%
METER TESTING*																
<= 500 Cfh (180 month test interval)	757	771	862	490	542	449	348	309	244	364	130	151	111	87	1,595	568
> 500 Cfh (120 month test interval)	24	29	53	42	88	49	48	30	51	47	48	62	40	23	144	94
Total Meters Tested	781	800	915	532	630	498	396	339	295	411	178	213	151	110	1,739	662
Customer Requested Tests	0	0	0	2	1	1	4	2	0	0	0	1	0	0	1	6
Tests Completed in 15 Days	0	0	0	2	1	1	4	2	0	0	0	1	0	0	1	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%	100.0%	100.0%	100.0%
SERVICE APPOINTMENTS																
Scheduled Service Appointments	3478	3337	4017	2926	3129	2914	2729	2384	2,334	2,354	2,348	3001	2924	2655	2569	2534
Completed Service Appointments	3294	3207	3879	2815	3046	2862	2604	2259	2,250	2,267	2,264	2858	2569	2512	2475	2453
% Service Appointments Met	94.71%	96.10%	96.56%	96.21%	97.35%	98.22%	95.42%	94.76%	96.40%	96.30%	96.42%	95.23%	87.86%	94.61%	96.34%	96.80%
SAFETY																
Leak-Call Response:																
Normal Business Hours:																
- Total Calls	559	520	520	445	411	406	734	557	592	555	602	719	699	631	811	430
- Response in 30 Minutes or Less	538	484	497	414	398	389	706	530	569	535	568	696	659	588	756	413
% in 30 Minutes or Less	96.24%	93.08%	95.58%	93.03%	96.84%	95.81%	96.19%	95.15%	96.11%	96.40%	94.35%	96.80%	94.28%	93.19%	93.22%	96.05%
After Business Hours**:																
- Total Calls	554	497	477	531	359	303	299	318	281	395	456	460	657	602	689	447
- Response in 45 Minutes or Less	530	484	469	486	353	297	288	307	271	385	442	452	627	575	656	429
% in 45 Minutes or Less	95.67%	97.38%	98.32%	91.53%	98.33%	98.02%	96.32%	96.54%	96.44%	97.47%	96.93%	98.26%	95.43%	95.51%	95.21%	95.97%

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

**The after business hours benchmarks were modified

NATIONAL GRID - GAS OPERATIONS
SERVICE QUALITY BENCHMARKS

SERVICE QUALITY MEASURES	Mar-14	Apr-14	May-14	Jun-14	36 Month Average	Standard Deviation	Penalty Threshold	Maximum Penalty
CALL CENTER RESPONSIVENESS								
Total Calls Answered	47,778	47,799	53,759	45,617	51,303			
Abandoned Calls	876	680	1,475	1,054	1,400			
Total Calls Offered	48,654	48,479	55,234	46,671	52,703			
% Abandoned Calls	1.80%	1.40%	2.67%	2.26%	2.66%	1.57%	4.23%	5.80%
Answered in 60 Seconds	42,472	43,976	46,086	39,549	44,765			
% Calls Answered in 60 Seconds	87.29%	90.71%	83.44%	84.74%	84.94%	6.98%	77.96%	-70.98%
METER READS								
Scheduled Meters	272,464	272,493	272,581	272,655	268,719			
Meters Read	269,218	269,415	269,479	269,335	262,043			
% On-Cycle Meter Reads	98.81%	98.87%	98.86%	98.78%	97.52%	3.17%	94.35%	91.18%
METER TESTING*								
<= 500 Cfh (180 month test interval)	934	382	279	212	9,608			
> 500 Cfh (120 month test interval)	171	61	81	41	872			
Total Meters Tested	1,105	443	360	253	10,479			
Customer Requested Tests	1	0	2	0	1			
Tests Completed in 15 Days	1	0	2	0	1			
% Completed in 15 Days	100.0%	100.0%	100.0%	100.0%	100.00%	0.00%	100.00%	100.00%
SERVICE APPOINTMENTS								
Scheduled Service Appointments	3005	2,752	2,415	2,321	3,127			
Completed Service Appointments	2901	2,672	2,334	2,231	3,004			
% Service Appointments Met	96.54%	97.09%	96.65%	96.12%	96.04%	1.96%	94.08%	92.12%
SAFETY								
Leak-Call Response:								
Normal Business Hours:								
- Total Calls	530	470	509	422	551			
- Response in 30 Minutes or Less	505	444	483	402	525			
% in 30 Minutes or Less	95.28%	94.47%	94.89%	95.26%	95.23%	1.32%	93.91%	92.59%
After Business Hours**:								
- Total Calls	482	336	308	312	419			
- Response in 45 Minutes or Less	465	325	297	299	404			
% in 45 Minutes or Less	96.47%	96.73%	96.43%	95.83%	96.56%	1.37%	95.19%	93.82%

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