

August 6, 2019

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 2019 Annual Report on Gas Service Quality Plan

Dear Ms. Massaro:

Enclosed for filing are 10 copies of National Grid's¹ annual performance results for fiscal year (FY) 2019² 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, 2018 through June 30, 2019. The annual report also establishes updated benchmarks to be used in measuring performance for FY 2020, which covers the period of July 1, 2019 through June 30, 2020. Based on National Grid's actual performance results, National Grid did not incur any penalties for FY 2019.

Attachment 1, Page 2 provides a summary of the Service Quality performance for both the fourth quarter and overall FY 2019, 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, except for the Call Center Responsiveness metric (*i.e.* % Abandoned Calls and % Calls Answered in 60 Seconds). The Company has been experiencing longer than normal hold times (*i.e.* customers waiting for an agent) and call handling times as a result of the implementation of a new Agent & Interaction Management system to replace the current Interactive Voice Response system, which will eventually provide additional options for customers to self-serve. The Company is in the process of trouble-shooting this new system and expects to complete the process by mid-August 2019. In addition, as shown on Attachment 1, Page 2, Column (12), National Grid's FY 2019 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 Division's Rules and Regulations Prescribing Standards for Gas Utilities, Master Meter Systems, and Jurisdictional Propane Systems, 815-RICR-20-00-1. National Grid has tested a total of 7,879 meters during the period of January 2019 through June 2019, as shown on Attachment 2. National Grid will report the final calendar year results for this measure

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.

Luly E. Massaro, Commission Clerk
Docket 3476 – Gas Service Quality FY 2019 Annual Report
August 6, 2019
Page 2 of 2

in its second quarter report for FY 2020. 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 2020 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, 2019 through June 30, 2020. 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.

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.
John Bell, Division
Al Mancini, 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.

The 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

August 6, 2019
Date

**Docket No. 3476 – National Grid Gas - Service Quality Plan
Service list updated on 7/26/2019**

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NATIONAL GRID - GAS OPERATIONS
SERVICE QUALITY PERFORMANCE
FISCAL YEAR 2019 - FOURTH QUARTER REPORT (2nd Quarter CY2019) *

<u>SERVICE QUALITY MEASURES</u>	<u>Apr-19</u>	<u>May-19</u>	<u>Jun-19</u>	<u>Total or Weighted Average</u>	<u>Benchmark</u>	<u>Penalty Threshold</u>
<u>CALL CENTER RESPONSIVENESS</u>						
Total Calls Answered	39,506	43,168	25,359	108,033		
Abandoned Calls	<u>1,430</u>	<u>1,931</u>	<u>3,230</u>	<u>6,591</u>		
Total Calls Offered	40,936	45,099	28,589	114,624		
% Abandoned Calls	3.49%	4.28%	11.30%	5.75%	2.93%	5.48%
Answered in 60 Seconds	34,934	38,122	20,150	93,206		
% Calls Answered in 60 Seconds	85.34%	84.53%	70.48%	81.31%	85.62%	76.82%
<u>METER READS</u>						
Scheduled Meters	281,321	281,396	281,479	844,196		
Meters Read	278,548	278,550	278,642	835,740		
% On-Cycle Meter Reads	99.01%	98.99%	98.99%	99.00%	98.26%	95.67%
<u>METER TESTING**</u>						
					<u>CALENDAR YTD</u>	<u>CY2019 GOAL</u>
<= 500 Cfh*** (180 month test interval)	1,553	1,362	571	3,486	6,903	33,182
> 500 Cfh (120 month test interval)	259	231	120	610	976	3,364
Meters Not Tested (Attempts Exhausted)	-1,084	-826	1,797	-113	15,656	
Inactive Meters	-32	27	-26	-31	2,129	
Total					25,664	36,546
<u>CUSTOMER REQUESTED TESTS</u>						
Customer Requested Tests	0	1	1	2		
Tests Completed in 15 Days	0	1	1	2		
% Completed in 15 Days	100.00%	100.0%	100.0%	100.0%	99.60%	94.04%
<u>SERVICE APPOINTMENTS</u>						
Scheduled Service Appointments	2,965	2,762	2,238	7,965		
Completed Service Appointments	2,835	2,637	2,167	7,639		
% Service Appointments Met	95.62%	95.47%	96.83%	95.91%	94.94%	93.53%
<u>SAFETY</u>						
Leak-Call Response:						
Normal Business Hours:						
- Total Calls	432	400	292	1,124		
- Response in 30 Minutes or Less	422	383	284	1,089		
% in 30 Minutes or Less	97.69%	95.75%	97.26%	96.89%	95.33%	94.10%
After Business Hours****:						
- Total Calls	297	269	258	824		
- Response in 45 Minutes or Less	284	268	250	802		
% in 45 Minutes or Less	95.62%	99.63%	96.90%	97.33%	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 2019 - FOURTH QUARTER REPORT

	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)
Service Quality Measures													
Customer Service and Billing:													
Abandoned Calls	2.93%	2.55%	5.48%	12%	\$150,000	5.75%	-2.82%	1.1059	\$0	3.37%	-0.44%	0.1734	\$0
Calls Answered in 60 Seconds	85.62%	8.80%	76.82%	12%	\$150,000	81.31%	-4.31%	0.4893	\$0	84.99%	-0.63%	0.0716	\$0
On-Cycle Meter Reads	98.26%	2.59%	95.67%	6%	\$75,000	99.00%	0.74%	0.2851	\$0	98.93%	0.67%	0.2601	\$0
Meter Testing ¹⁴				6%	\$75,000				\$0				\$0
Total Meters <=500 Cfh Tested (180 month test interval)	33,182					3,486				6,903			
Total Meters >500 Cfh Tested (120 month test interval)	3,364					610				976			
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	94.94%	1.41%	93.53%	12%	\$150,000	95.91%	0.97%	0.6859	\$0	95.40%	0.46%	0.3281	\$0
Safety - Leak Call Response:													
Normal Business Hours-30 min or less	95.33%	1.23%	94.10%	24%	\$300,000	96.89%	1.56%	1.2651	\$0	95.63%	0.30%	0.2406	\$0
After Business Hours ¹⁵ -45 min or less	95.27%	0.89%	94.38%	24%	\$300,000	97.33%	2.06%	2.3147	\$0	96.72%	1.45%	1.6282	\$0
				100%	\$1,250,000				\$0				\$0

- Notes:**
- (1)-(5) Submitted in the Annual Service Quality Report filed on 7/31/18 (see Attachment 3, Cols. (1) - (3) for FY19 Benchmark, Standard Deviation and Penalty Threshold data).
 - (6) Fourth quarter of fiscal year 2019 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 2019 (i.e., July '18 - June '19) 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 FY19 Report reflects activity between January '19 through June '19. 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 2019 - ANNUAL PERFORMANCE DATA**

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

SERVICE QUALITY MEASURES	Jul-18	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	Total or Weighted Average
CALL CENTER RESPONSIVENESS													
Total Calls Answered	40,870	40,835	36,221	48,145	39,262	37,992	56,966	40,197	41,073	39,506	43,168	25,359	489,594
Abandoned Calls	569	664	763	1,179	515	529	2,671	1,227	2,378	1,430	1,931	3,230	17,086
Total Calls Offered	41,439	41,499	36,984	49,324	39,777	38,521	59,637	41,424	43,451	40,936	45,099	28,589	506,680
% Abandoned Calls	1.37%	1.60%	2.06%	2.39%	1.29%	1.37%	4.48%	2.96%	5.47%	3.49%	4.28%	11.30%	3.37%
Answered in 60 Seconds	38,086	37,579	32,049	40,131	35,973	34,756	48,154	35,305	35,388	34,934	38,122	20,150	430,627
% Calls Answered in 60 Seconds	91.91%	90.55%	86.66%	81.36%	90.44%	90.23%	80.75%	85.23%	81.44%	85.34%	84.53%	70.48%	84.99%
METER READS													
Scheduled Meters	279,183	279,404	279,623	279,916	280,167	280,623	283,791	281,161	281,265	281,321	281,396	281,479	3,369,329
Meters Read	275,863	276,122	276,517	276,847	277,158	277,611	280,935	278,215	278,395	278,548	278,550	278,642	3,333,403
% On-Cycle Meter Reads	98.81%	98.83%	98.89%	98.90%	98.93%	98.93%	98.99%	98.95%	98.98%	99.01%	98.99%	98.99%	98.93%
METER TESTING*													
<= 500 Cfh** (180 month test interval)	1,457	1,058	904	605	445	500	733	1,207	1,477	1,553	1,362	571	11,872
> 500 Cfh (120 month test interval)	109	89	93	70	39	34	97	67	202	259	231	120	1,410
Total Meters Tested*	1,566	1,147	997	675	484	534	830	1,274	1,679	1,812	1,593	691	13,282
CUSTOMER REQUESTED TESTS													
Customer Requested Tests	0	0	0	0	0	0	1	3	2	0	1	1	8
Tests Completed in 15 Days	0	0	0	0	0	0	1	3	2	0	1	1	8
% 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	2,973	2,980	2,249	3,072	2,619	2,045	2,244	2,840	3,162	2,965	2,762	2,238	32,149
Completed Service Appointments	2,804	2,857	2,146	2,883	2,507	1,940	2,160	2,721	3,014	2,835	2,637	2,167	30,671
% Service Appointments Met	94.32%	95.87%	95.42%	93.85%	95.72%	94.87%	96.26%	95.81%	95.32%	95.62%	95.47%	96.83%	95.40%
SAFETY													
Leak-Call Response:													
Normal Business Hours:													
- Total Calls	318	331	383	549	465	435	538	365	390	432	365	390	4,961
- Response in 30 Minutes or Less	307	316	353	518	439	415	516	353	376	422	353	376	4,744
% in 30 Minutes or Less	96.54%	95.47%	92.17%	94.35%	94.41%	95.40%	95.91%	96.71%	96.41%	97.69%	96.71%	96.41%	95.63%
After Business Hours***:													
- Total Calls	260	275	371	486	475	444	518	377	359	297	269	258	4,389
- Response in 45 Minutes or Less	251	267	353	471	446	429	508	363	355	284	268	250	4,245
% in 45 Minutes or Less	96.54%	97.09%	95.15%	96.91%	93.89%	96.62%	98.07%	96.29%	98.89%	95.62%	99.63%	96.90%	96.72%

* 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 2020**

Measures

Customer Service and Billing:

	Benchmark (Mean) FY19	Standard Deviation (+/-)	Penalty Threshold
Abandoned Calls	2.94%	2.77%	5.71%
Calls Answer in 60 Seconds	86.09%	8.15%	77.94%
On-Cycle Meter Reads	98.30%	2.60%	95.70%
Meter Testing*	<u>CY2019 GOAL</u>		
<= 500 Cfh*** (180 month test interval)	33,182		
> 500 Cfh (120 month test interval)	3,364		
Customer Requested Meter Tests**	99.60%	5.56%	94.04%
Service Appointments Met	94.94%	1.10%	93.84%

Safety - Leak Call Response:

Normal Business Hours-30 min or less	95.38%	1.41%	93.97%
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.

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

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

SERVICE QUALITY MEASURES	Jul-16	Aug-16	Sep-16	Oct-16	Nov-16	Dec-16	Jan-17	Feb-17	Mar-17	Apr-17	May-17	Jun-17
CALL CENTER RESPONSIVENESS												
Total Calls Answered	32,562	40,735	34,541	40,143	36,196	36,514	38,881	35,880	42,893	37,937	45,202	39,183
Abandoned Calls	5,307	1,444	494	379	411	285	740	928	869	671	1,813	3,187
Total Calls Offered	37,869	42,179	35,035	40,522	36,607	36,799	39,621	36,808	43,762	38,608	47,015	42,370
% Abandoned Calls	14.01%	3.42%	1.41%	0.94%	1.12%	0.77%	1.87%	2.52%	1.99%	1.74%	3.86%	7.52%
Answered in 60 Seconds	21,724	35,737	32,917	38,893	34,704	35,330	34,937	30,555	38,656	34,489	37,028	28,409
% Calls Answered in 60 Seconds	57.37%	84.73%	93.95%	95.98%	94.80%	96.01%	88.18%	83.01%	88.33%	89.33%	78.76%	67.05%
METER READS												
Scheduled Meters	276,243	276,302	276,315	279,383	276,880	282,457	299,485	279,335	281,014	278,658	281,522	278,158
Meters Read	272,548	272,380	272,163	275,384	272,986	278,065	295,734	275,757	277,300	274,875	277,617	273,922
% On-Cycle Meter Reads	98.66%	98.58%	98.50%	98.57%	98.59%	98.45%	98.75%	98.72%	98.68%	98.64%	98.61%	98.48%
METER TESTING*												
<= 500 Cfh (180 month test interval)	192	333	578	1,056	398	371	450	837	1,521	1,830	2,036	1,140
> 500 Cfh (120 month test interval)	57	41	65	63	23	33	103	139	137	250	203	102
Total Meters Tested	249	374	643	1,119	421	404	553	976	1,658	2,080	2,239	1,242
Customer Requested Tests	0	2	0	1	0	0	0	0	0	0	0	0
Tests Completed in 15 Days	0	2	0	1	0	0	0	0	0	0	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%
SERVICE APPOINTMENTS												
Scheduled Service Appointments	1,411	1,748	2,412	2,960	2,493	2,417	2,190	2,620	3,855	3,165	3,175	3,079
Completed Service Appointments	1,367	1,652	2,316	2,791	2,324	2,249	2,099	2,515	3,672	3,031	3,034	2,887
% Service Appointments Met	96.88%	94.51%	96.02%	94.29%	93.22%	93.05%	95.84%	95.99%	95.25%	95.77%	95.56%	93.76%
SAFETY												
Leak-Call Response:												
Normal Business Hours:												
- Total Calls	322	453	442	516	515	591	497	362	384	384	437	491
- Response in 30 Minutes or Less	304	438	412	495	480	564	475	346	377	364	417	467
% in 30 Minutes or Less	94.41%	96.69%	93.21%	95.93%	93.20%	95.43%	95.57%	95.58%	98.18%	94.79%	95.42%	95.11%
After Business Hours**:												
- Total Calls	235	311	269	385	389	534	437	371	391	294	300	294
- Response in 45 Minutes or Less	228	305	261	372	378	506	421	361	359	289	290	283
% in 45 Minutes or Less	97.02%	98.07%	97.03%	96.62%	97.17%	94.76%	96.34%	97.30%	91.82%	98.30%	96.67%	96.26%

*The definition of commercial and residential meters changed in October 2012 to reflect the revised

**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-17	Aug-17	Sep-17	Oct-17	Nov-17	Dec-17	Jan-18	Feb-18	Mar-18	Apr-18	May-18	Jun-18	Jul-18
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	40,870
Abandoned Calls	1,242	475	532	509	955	490	862	867	912	1,125	1,458	1,074	569
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	41,439
% 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%	1.37%
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	38,086
% 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%	91.91%
METER READS													
Scheduled Meters	278,945	277,635	277,635	277,798	278,026	278,470	298,194	278,698	280,524	278,913	278,928	279,140	279,183
Meters Read	274,489	273,488	273,679	273,698	231,236	275,015	294,679	275,240	275,356	275,587	275,629	275,869	275,863
% On-Cycle Meter Reads	98.40%	98.51%	98.58%	98.52%	83.17%	98.76%	98.82%	98.76%	98.16%	98.81%	98.82%	98.83%	98.81%
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	1,457
> 500 Cfh (120 month test interval)	97	78	105	132	50	57	113	122	146	221	156	144	109
Total Meters Tested	1,349	1,023	961	1,057	811	353	655	1,260	1,353	1,901	1,682	1,440	1,566
Customer Requested Tests	1	2	0	0	0	0	0	0	1	0	0	1	0
Tests Completed in 15 Days	1	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%	100.0%	100.0%
SERVICE APPOINTMENTS													
Scheduled Service Appointments	2,656	2,946	2,804	2,840	3,206	2,198	2,533	2,591	2,891	3,078	3,369	3,071	2,973
Completed Service Appointments	2,528	2,749	2,619	2,665	3,014	2,086	2,376	2,503	2,749	2,913	3,141	2,951	2,804
% 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%	94.32%
SAFETY													
Leak-Call Response:													
Normal Business Hours:													
- Total Calls	389	465	445	512	632	561	570	380	367	389	373	318	318
- Response in 30 Minutes or Less	360	449	435	485	608	525	535	364	351	372	354	307	307
% 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%	96.54%
After Business Hours**:													
- Total Calls	307	333	304	359	489	513	561	317	355	298	274	268	260
- Response in 45 Minutes or Less	295	317	284	343	471	490	539	310	343	289	262	256	251
% 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%	96.54%

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**The after business hours benchmarks were modified

NATIONAL GRID - GAS OPERATIONS
SERVICE QUALITY BENCHMARKS

SERVICE QUALITY MEASURES	Aug-18	Sep-18	Oct-18	Nov-18	Dec-18	Jan-19	Feb-19	Mar-19	Apr-19	May-19	Jun-19	36 Month Average	Standard Deviation	Penalty Threshold	Maximum Penalty	
CALL CENTER RESPONSIVENESS																
Total Calls Answered	40,835	36,221	48,145	39,262	37,992	56,966	40,197	41,073	39,506	43,168	25,359	40,400				
Abandoned Calls	664	763	1,179	515	529	2,671	1,227	2,378	1,430	1,931	3,230	1,225				
Total Calls Offered	41,499	36,984	49,324	39,777	38,521	59,637	41,424	43,451	40,936	45,099	28,589	41,626				
% Abandoned Calls	1.60%	2.06%	2.39%	1.29%	1.37%	4.48%	2.96%	5.47%	3.49%	4.28%	11.30%	2.94%	2.77%	5.71%	8.48%	
Answered in 60 Seconds	37,579	32,049	40,131	35,973	34,756	48,154	35,305	35,388	34,934	38,122	20,150	35,837				
% Calls Answered in 60 Seconds	90.55%	86.66%	81.36%	90.44%	90.23%	80.75%	85.23%	81.44%	85.34%	84.53%	70.48%	86.09%	8.15%	77.94%	69.79%	
METER READS																
Scheduled Meters	279,404	279,623	279,916	280,167	280,623	283,791	281,161	281,265	281,321	281,396	281,479	280,500				
Meters Read	276,122	276,517	276,847	277,158	277,611	280,935	278,215	278,395	278,548	278,550	278,642	275,725				
% On-Cycle Meter Reads	98.83%	98.89%	98.90%	98.93%	98.93%	98.99%	98.95%	98.98%	99.01%	98.99%	98.99%	98.30%	2.60%	95.70%	93.10%	
METER TESTING*																
<= 500 Cfh (180 month test interval)	1,058	904	605	445	500	733	1,207	1,477	1,553	1,362	571	11,679				
> 500 Cfh (120 month test interval)	89	93	70	39	34	97	67	202	259	231	120	1,349				
Total Meters Tested	1,147	997	675	484	534	830	1,274	1,679	1,812	1,593	691	13,028				
Customer Requested Tests	0	0	0	0	0	1	3	2	0	1	1	0				
Tests Completed in 15 Days	0	0	0	0	0	1	3	2	0	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%	0.00%	100.00%	100.00%	
SERVICE APPOINTMENTS																
Scheduled Service Appointments	2,980	2,249	3,072	2,619	2,045	2,244	2,840	3,162	2,965	2,762	2,238	2,718				
Completed Service Appointments	2,857	2,146	2,883	2,507	1,940	2,160	2,721	3,014	2,835	2,637	2,167	2,581				
% Service Appointments Met	95.87%	95.42%	93.85%	95.72%	94.87%	96.26%	95.81%	95.32%	95.62%	95.47%	96.83%	94.94%	1.10%	93.84%	92.74%	
SAFETY																
Leak-Call Response:																
Normal Business Hours:																
- Total Calls	331	383	549	465	435	538	365	390	432	365	390	438				
- Response in 30 Minutes or Less	316	353	518	439	415	516	353	376	422	353	376	417				
% in 30 Minutes or Less	95.47%	92.17%	94.35%	94.41%	95.40%	95.91%	96.71%	96.41%	97.69%	96.71%	96.41%	95.38%	1.41%	93.97%	92.56%	
After Business Hours**:																
- Total Calls	275	371	486	475	444	518	377	359	297	269	258	360				
- Response in 45 Minutes or Less	267	353	471	446	429	508	363	355	284	268	250	347				
% in 45 Minutes or Less	97.09%	95.15%	96.91%	93.89%	96.62%	98.07%	96.29%	98.89%	95.62%	99.63%	96.90%	96.30%	1.48%	94.82%	93.34%	

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