

April 30, 2013

VIA ELECTRONIC FILING

Honorable Jeffrey C. Cohen
Acting Secretary
New York State Public Service Commission
Three Empire State Plaza
Albany, New York 12223-1350

Re: Case 12-E-0201 – Proceeding on Motion of the Commission as to the Rates, Charges, Rules and Regulations of Niagara Mohawk Power Corporation for Electric Service

Case 12-G-0202 - Proceeding on Motion of the Commission as to the Rates, Charges, Rules and Regulations of Niagara Mohawk Power Corporation for Gas Service

Dear Acting Secretary Cohen:

In accordance with Appendix 7 of the Joint Proposal adopted by the Commission in its Order dated March 15, 2013 in the above-captioned matters, Niagara Mohawk Power Corporation d/b/a National Grid respectfully submits its Service Quality Assurance Program Report for the first quarter of 2013, ended March 31, 2013.

Thank you for your time and attention.

Respectfully submitted,

Patric R. O'Brien
Patric R. O'Brien

Attachments

cc: Douglas Elfner
Thomas Dvorsky
Rajendra Addepalli
Luann Scherer
Leonard Silverstein
Michael Worden
Christian Bonvin
Denise Gerbsch

**PSC Cases 12-E-0201/12-G-0202
Niagara Mohawk Power Corporation d/b/a National Grid
Service Quality Assurance Program Report
For the Quarter Ended March 31, 2013**

	<u>TARGET</u>	<u>POTENTIAL 2013 ANNUAL NEGATIVE REVENUE ADJUSTMENT</u>	<u>ACTUAL YTD RESULTS THROUGH 31-Mar-2013</u>	<u>Penalty Incurred</u>
<u>Customer Service Measures:</u>				
<u>1a. Annual PSC Complaint Rate - Electric</u>				
Rate Interval (per 100K customers)				
	< 1.5	\$0	0.4 (a)	\$0
	=1.5	\$848,594		
	>1.5 - 2.5	\$848,594 to \$5,924,375		
	>2.5	\$5,924,375		
<u>1b. Annual PSC Complaint Rate - Gas</u>				
Rate Interval (per 100K customers)				
	< 1.5	\$0	0.4 (a)	\$0
	=1.5	\$209,531		
	>1.5 - 2.5	\$209,531 to \$1,468,125		
	= 2.5 - 2.9	\$1,468,125		
	>2.9 - 5.0	\$1,468,125 - \$1,868,125		
<u>2. Residential Transaction Satisfaction Index</u>				
Residential Transaction Satisfaction Index Interval				
	>82.0	\$0	82.8%	\$0
	=82.0	\$568,125		
	<82.0 - 78.0	\$568,125 to \$3,952,500		
	<78.0	\$3,952,500		
<u>3. Small/Medium Commercial & Industrial(C&I) Transaction Satisfaction Index</u>				
C&I Transaction Satisfaction Index Interval				
	>75.1	\$0	82.2%	\$0
	=75.1	\$568,125		
	<75.1 - 71.1	\$568,125 to \$3,952,500		
	<71.1	\$3,952,500		
<u>4. Percentage of Meters Read</u>				
Percent Meters Read				
	>96.0	\$0	98.86% (b)	\$0
	=96.0	\$12,500		
	<96.0 - 95.0	\$12,500 to \$100,000		
	<95.0	\$100,000		
<u>5. Percentage of Calls Answered within 30 Seconds</u>				
Percent Calls Answered within 30 Seconds				
	>78.0	\$0	80.82%	\$0
	=78.0	\$568,125		
	<78.0 - 72.0	\$568,125 to \$3,952,500		
	<72.0	\$3,952,500		
<u>6. AffordAbility</u>				
	<u>Annual Enrollment (No. of Customers)</u>	<u>Performance Against Goal</u>		
	>898	>95.0%	\$0	
	=898	=95.0%	\$25,000	
	<851 - 898	<95.0% - 90.0%	\$25,000 to \$50,000	
	<851	<90.0%	\$50,000	687 (c) \$50,000

PSC Cases 12-E-0201/12-G-0202
Niagara Mohawk Power Corporation d/b/a National Grid
Service Quality Assurance Program Report
For the Quarter Ended March 31, 2013

Summary
Sheet 2

**ACTUAL YTD
RESULTS
THROUGH**

**POTENTIAL 2013
ANNUAL NEGATIVE
REVENUE
ADJUSTMENT**

TARGET

31-Mar-2013

Penalty Incurred

Electric Reliability Measures:

7. System Average Interruption Frequency

Index(SAIFI)

SAIFI Interval (Number of outages per customer per year)

1.13 or below	\$0	0.21	\$0
Greater than 1.13 but less than or equal to 1.19	\$3,000,000		
Greater than 1.19	\$6,000,000		

8. Customer Average Interruption Duration

Index(CAIDI)

CAIDI Interval (Average hours per interruption)

2.05 or below	\$0	1.77	\$0
Greater than 2.05 but less than or equal to 2.15	\$3,000,000		
Greater than 2.15	\$6,000,000		

9. Estimating

Distribution and sub-Transmission projects

>= 80%	\$0	80.0%	(d)	\$0
Between 70% and 80%	\$1,000,000			
< 70%	\$2,000,000			

10. Standardized Interconnection Requirements

a) Application processing

Percent of applications completed within specified timeframe

\$0	73.2%	\$0
\$2,000,000		

Failure to process >=90 % of the aggregate of completed application received within the set timeframe

b) Installation of net meters

Percent of meters installed within 10 days

Failure to install > = 90% of net meters within 10 day timeframe

\$0	98.6%	\$0
\$2,000,000		

*NOTE:

(a) Niagara Mohawk's electric and gas businesses have different performance targets. The performance target for the electric business was modified in Case 10-E-0050. The performance target for the gas business was modified in Case 08-G-0609. Effective April 1, 2013, the performance target for PSC Complaint Rate has been modified in Cases 12-E-0201 & 12-G-0202.

(b) The Percentage of Meters Read metric was eliminated effective April 1, 2013.

(c) The Joint Proposal in Cases 12-E-0201 and 12-G-0202 eliminates the AffordAbility metric effective April 1, 2013.

For the interim period from January 1 to March 31, 2013, the parties agreed to calculate the metric using a three month average of the target number of customers to be enrolled during the calendar year. This calculation, however, did not factor in that enrollment numbers are typically down during the first quarter because customers are encouraged to first exhaust their emergency and regular HEAP benefits before enrolling in the AffordAbility program. As a result, the Company did not make the metric during this stub period.

(d) The performance target for Estimating was modified in Cases 12-E-0201 & 12-G-0202 effective January 1, 2013.

<u>Customer Service Measures:</u>	<u>Reference</u>	<u>January</u>	<u>February</u>	<u>March</u>	<u>April</u>	<u>May</u>	<u>June</u>	<u>July</u>	<u>August</u>	<u>September</u>	<u>October</u>	<u>November</u>	<u>December</u>	<u>YTD</u>
1. Annual PSC Complaint Rate	(a)	0.47	0.29	0.52										0.43
2. Residential Transaction Satisfaction Index		84.7%	85.2%	78.6%										82.8%
3. Small/Medium Commercial & Industrial(C&I) Transaction Satisfaction Index		89.7%	83.1%	73.8%										82.2%
4. Percentage of Meters Read	(b)	98.89%	98.86%	98.84%										98.86%
5. Percent Calls Answered within 30 Seconds		81.80%	82.20%	78.45%										80.82%
6. AffordAbility Enrollment	(c)	118	236	333										687
<u>Electric Reliability Measures:</u>														
7. System Average Interruption Frequency Index (SAIFI)		0.12	0.05	0.04										0.21
8. Customer Average Interruption Duration Index (CAIDI)		2.09	1.47	1.18										1.77
9. Estimating (YTD)	(d)			80.0%										80.0%
10. Standardized Interconnection Requirements (SIR)														
a) Application processing (YTD)				73.2%										73.2%
b) Installation of net meters (YTD)				98.6%										98.6%

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