

Case 16-G-0257
National Fuel Gas Rates

Staff of the Department of Public Service
Response to Formal Request for Information

Requesting Party: National Fuel Gas Distribution Corporation
Set No.: 2
Request No.: NFG-DPS-022
Responding Witness: Staff – Consumer Services Panel
Date of Response: October 4, 2016 (Supplemental Response)

Question:

Other than as pertains to National Fuel, provide copies of all Customer Service Performance Incentives or Service Quality Performance Mechanisms by whatever name (“Mechanism” or “Mechanisms”) that have been established through or by Public Commission Order with electric utilities, gas utilities, combination utilities and municipalities. Complete responses will include each and every separately established Mechanism, not just the most recent Mechanism for each entity.

- a. Identify which Mechanisms have been adopted through a Joint Proposal or agreement by the utility or municipality, and identify which have been imposed by the Commission in a litigated rate case.
- b. Separately identify every instance in which Staff has recommended changes to established Mechanisms, specifically:
 - i. Each instance in which Staff has recommended the reduction in the number of items measured via established Mechanisms, together with an explanation of such recommendations. In addition to specifically identifying the measures Staff recommended eliminating, provide Staff’s analysis of the utility’s performance with those measures vis-à-vis its performance with other measures that were recommended to be continued, including but not limited to providing the historically reported statistics related to the Mechanisms ;
 - ii. Each instance in which Staff has recommended the increase in the number of items measured via established Mechanisms, together with an explanation of such recommendations. In addition to specifically identifying the measures Staff recommended adding, provide the basis and analysis for establishing thresholds for any newly recommended measures by Staff to a utilities’ CSPI.
 - iii. Each instance in which Staff has recommended an increase in negative revenue adjustments or penalties, including an explanation of such recommendations and the reasons for same;
 - iv. Each instance in which Staff has recommended a decrease in negative revenue adjustments or penalties, including an explanation of such recommendations and reasons for same.
- c. Separately identify every instance in which Staff has recommended changes to established Mechanisms despite the utility having avoided any negative revenue adjustments, penalties or any decrease to earnings for failing to meet a performance target.
- d. Separately identify every instance, including National Fuel, in which Mechanisms lapsed and resulted in the absence of any negative revenue adjustments or penalties.
- e. For each instance identified in subpart d. immediately above, identify whether subsequent service quality decreased to levels that would have resulted in negative revenue adjustments or penalties had such Mechanisms not lapsed.

Response:

From Original Response: The information requested is unduly broad and not tailored to this particular proceeding. Furthermore, the information is readily available to the Company through the Document and Matter

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Management system on the Department's website [<http://www.dps.ny.gov/>]. The Company can perform legal research on the Commission's website or other third party research platform.

Supplemental Response: Without withdrawing our objection to the request, we offer the following additional information: As a general matter, we review the CSPI mechanism in each rate case. We generally propose changes to targets only if the current target is no longer sufficient to prevent deterioration of current performance. We generally propose changes to NRAs only if the current amount falls below 30 basis points. With respect to included measures, we have made an effort to make the mechanisms more consistent. Aside from PSC Complaint Rate and survey measures, which are always maintained, we have generally proposed eliminating other measures if they appear to be unnecessary to ensure good performance. We have proposed to add call answer rates to CSPIs that do not have them, and we have also sought to add the payments to customers for missed appointments – these are preferred to a general NRA because they directly compensate the customer for his/her lost time and inconvenience.

At this time, we are also providing the following additional performance indicator reports, all for years 2012 through 2015, per a verbal request from the Company: Con Edison, National Grid-NY, Niagara Mohawk, NYSEG, and RG&E.

Instructions Concerning Reporting of the
Monthly Customer Performance Indicators
to the Public Service Commission

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Barry E. Bedrosian
New York State Public Service Commission
3 Empire State Plaza
Albany, New York 12223-1350

518-474-1023 voice
518-474-5086 fax

CONSOLIDATED EDISON OF NY	Customer Performance Indicators
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Item	INDICATOR	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12
1. Appointments													
a.	Appointments made	5,764	5,982	5,255	4,547	4,306	4,316	1,279	5,280	5,291	4,261	2,204	4,220
b.	Appointments kept	5,762	5,978	5,247	4,540	4,301	4,309	1,117	5,276	5,284	4,258	2,191	4,216
2. Adjusted Bills													
a.	Total bills issued	4,480,172	4,480,172	4,480,172	4,480,172	4,480,172	4,480,172	4,480,172	4,480,172	4,480,172	4,480,172	4,480,172	4,480,172
b.	Total bills adjusted	14,530	15,938	15,522	15,162	13,892	15,726	11,775	15,472	17,254	15,351	13,223	15,048
3. Telephone Answer Response													
a.	Total incoming calls received	705,055	674,894	686,455	654,518	672,569	742,524	861,728	933,000	764,248	998,585	1,050,828	945,900
b.	Percent of calls answered	97.5	97.4	98.3	95.2	96.7	95.5	81.4	92.9	92.8	95.4	97.9	96.6
c.	Total incoming calls requesting a representative	367,344	347,627	357,451	327,975	341,290	353,705	372,366	483,325	399,471	455,317	379,214	331,526
d.	Percent of calls answered by a rep. within 30 sec.	61.7	64.1	79.1	50.3	62.1	46.3	29.8	52.8	57.2	59.3	77.6	59.1
4. Non-Emergency Service Response Time													
a.	Service/meter work orders received	763	646	672	570	597	158	338	572	584	317	818	554
b.*	Days to complete all svc/mtr jobs	422.0	320.0	353.8	332.1	302.7	50.2	158.4	157.1	250.6	220.4	289.2	211.9
c.	Avg. days to complete all svc/mtr jobs	0.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0
d.	Street light work orders received	NA											
e.*	Days to complete all street light jobs	NA											
f.	Avg. days to complete all street light jobs	NA											
g.	Tree trimming work orders received	255	192	240	262	293	370	344	513	406	362	NA	388
h.*	Days to complete all tree trimming jobs	450	231	31	311	430	594	913.8	644.14	487.13	498.13	NA	557.23
i.	Avg. days to complete all tree trimming jobs	1.8	1.2	1.3	1.2	1.5	2.0	2.7	1.4	1.2	1.4	NA	1.4
5. Estimated Readings													
a.	Total meters scheduled to be read	4,744,240	4,721,647	4,735,841	4,727,617	4,729,044	4,762,149	1,422,775	4,740,187	4,764,127	4,160,880	2,601,349	4,774,280
b.	Total estimated readings made	526,959	508,288	491,891	509,648	515,214	547,436	84,234	606,225	574,505	540,653	355,896	681,771
6. Consumer Complaints to the PSC													
	Complaints per 100,000 customers	1.8	1.5	1.4	1.2	1.2	1.2	1.1	1.1	1.3	1.4	1.1	1.4
7. Customer Satisfaction													
a.	Percent of customers satisfied	NA											
b.**	Satisfaction Index												
	Customer Assistance Center Survey (Callers)	90.5%	90.5%	90.5%	90.5%	90.2%	90.2%	90.2%	90.2%	90.2%	90.2%	87.3%	87.3%
	Electric Emergency Contact Survey	83.9%	83.9%	83.9%	83.9%	88.8%	88.8%	88.8%	88.8%	88.8%	88.8%	86.1%	86.1%
	Gas Emergency Contact Survey	92.4%	92.4%	92.4%	92.4%	90.5%	90.5%	90.5%	90.5%	90.5%	90.5%	91.8%	91.8%
	Service Center Survey (Visitors)	91.1%	91.1%	91.1%	91.1%	90.1%	90.1%	90.1%	90.1%	90.1%	90.1%	88.9%	88.9%

* - Report days to complete, even though the job may not have been completed in the month it was received.

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CONSOLIDATED EDISON OF NY	Customer Performance Indicators
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Item	INDICATOR	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13
1. Appointments													
a.	Appointments made	4,284	4,089	3,697	3,264	3,250	3,009	3,056	2,685	2,768	3,268	2,599	2,608
b.	Appointments kept	4,280	4,081	3,682	3,262	3,238	3,005	3,051	2,682	2,766	3,264	2,594	2,604
2. Adjusted Bills													
a.	Total bills issued	4,487,128	4,487,128	4,487,128	4,487,128	4,487,128	4,487,128	4,487,128	4,487,128	4,487,128	4,487,128	4,487,128	4,487,128
b.	Total bills adjusted	14,683	13,485	14,153	14,580	14,645	16,732	26,462	24,566	16,669	16,849	14,907	15,472
3. Telephone Answer Response													
a.	Total incoming calls received	752,184	718,303	725,187	744,397	713,427	676,171	821,887	873,919	755,079	797,442	635,686	697,557
b.	Percent of calls answered	97.2	95.0	97.4	94.8	95.5	94.7	93.3	92.1	96.2	97.3	96.8	96.2
c.	Total incoming calls requesting a representative	382,360	358,991	369,205	360,264	349,143	326,794	390,722	418,214	382,082	410,544	318,516	340,959
d.	Percent of calls answered by a rep. within 30 sec.	63.3	50.5	72.9	52.1	56.4	49.6	58.8	54.2	74.2	72.5	61.3	62.3
4. Non-Emergency Service Response Time													
a.	Service/meter work orders received	769	602	557	616	581	467	506	517	491	553	618	565
b.*	Days to complete all svc/mtr jobs	204.0	226.7	164.0	201.7	217.2	222.9	181.2	215.2	174.6	248.2	209.9	241.4
c.	Avg. days to complete all svc/mtr jobs	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0
d.	Street light work orders received	NA											
e.*	Days to complete all street light jobs	NA											
f.	Avg. days to complete all street light jobs	NA											
g.	Tree trimming work orders received	115	267	234	275	403	408	309	327	366	378	196	58
h.*	Days to complete all tree trimming jobs	189.75	380.7	375.12	10604.0	722.35	821.35	557.06	531.21	671.34	565.76	218	70.12
i.	Avg. days to complete all tree trimming jobs	1.8	1.5	1.7	2.2	1.8	1.9	1.8	1.4	1.7	1.6	1.2	1.0
5. Estimated Readings													
a.	Total meters scheduled to be read	4,793,718	4,596,969	4,665,198	4,772,977	4,810,036	4,797,357	4,778,118	4,788,870	4,816,685	4,801,620	4,814,589	4,596,718
b.	Total estimated readings made	589,484	405,859	490,212	514,249	513,326	535,680	554,722	586,633	552,163	533,512	515,286	513,710
6. Consumer Complaints to the PSC													
	Complaints per 100,000 customers	1.7	1.4	1.6	1.7	1.6	1.6	2.0	2.0	2.1	2.3	1.8	1.7
7. Customer Satisfaction													
a.	Percent of customers satisfied	NA											
b.**	Satisfaction Index												
	Customer Assistance Center Survey (Callers)	87.3	87.3	87.3	87.3	90.1	90.1	90.1	90.1	90.1	90.1	89.6	89.6
	Electric Emergency Contact Survey	86.1	86.1	86.1	86.1	87.3	87.3	87.3	87.3	87.3	87.3	88.3	88.3
	Gas Emergency Contact Survey	91.8	91.8	91.8	91.8	94.3	94.3	94.3	94.3	94.3	94.3	94.0	94.0
	Service Center Survey (Visitors)	88.9	88.9	88.9	88.9	89.6	89.6	89.6	89.6	89.6	89.6	89.5	89.5

** - The Satisfaction Index is derived from surveys conducted in the second and the fourth quarter each year.

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Item	INDICATOR	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
1. Appointments													
a.	Appointments made	2,303	2,117	2,286	2,114	2,115	1,888	1,844	2,057	2,481	2,649	1,951	1,770
b.	Appointments kept	2,300	2,116	2,282	2,114	2,114	1,886	1,841	2,053	2,475	2,647	1,951	1,764
2. Adjusted Bills													
a.	Total bills issued	4,500,869	4,500,869	4,500,869	4,500,869	4,500,869	4,500,869	4,500,869	4,500,869	4,500,869	4,500,869	4,500,869	4,500,869
b.	Total bills adjusted	13,876	13,719	14,963	13,981	14,813	14,097	15,260	14,669	15,623	18,237	13,636	13,307
3. Telephone Answer Response													
a.	Total incoming calls received	741,823	771,183	817,324	771,196	733,649	732,453	834,347	763,665	780,184	752,136	572,786	683,044
b.	Percent of calls answered	97.5	95.2	96.4	98.9	98.4	96.6	92.5	95.5	94.1	97.5	98.0	97.7
c.	Total incoming calls requesting a representative	371,331	380,831	410,001	385,093	379,915	354,188	377,674	357,697	366,880	356,487	266,446	311,910
d.	Percent of calls answered by a rep. within 30 sec.	72.5	55.8	64.7	90.7	84.3	73.6	44.9	58.3	54.1	69.5	68.8	67.1
4. Non-Emergency Service Response Time													
a.	Service/meter work orders received	838	575	748	656	573	509	520	560	501	684	673	748
b.	Days to complete all svc/mtr jobs	485.3	313.4	459.1	564.0	481.3	368.5	222.8	284.6	328.1	414.6	463.7	459.3
c.	Avg. days to complete all svc/mtr jobs	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0
d.*	Street light work orders received												
e.*	Days to complete all street light jobs												
f.*	Avg. days to complete all street light jobs												
g.	Tree trimming work orders received	95	243	166	224	290	388	530	400	319	382	365	180
h.	Days to complete all tree trimming jobs	153.12	241.67	138.87	215.1	133.34	376.04	348.1	367.06	308.63	219	191	100
i.	Avg. days to complete all tree trimming jobs	1.5	0.9	0.7	1.2	0.7	1.2	0.6	1.0	1.2	1.0	0.9	1.1
5. Estimated Readings													
a.	Total meters scheduled to be read	4,246,383	3,688,910	4,844,431	4,796,433	4,728,030	4,809,077	4,855,350	4,839,786	4,868,093	4,848,675	4,863,247	4,844,805
b.	Total estimated readings made	279,484	290,031	546,463	543,558	548,176	556,184	550,244	546,981	532,893	534,531	544,049	583,264
6. Consumer Complaints to the PSC													
***	Complaints per 100,000 customers	1.8	2.1	2.4	2.0	2.1	1.8	1.8	1.3	1.8	1.5	1.2	1.3
7. Customer Satisfaction													
a.	Percent of customers satisfied	NA											
b.**	Satisfaction Index												
	Customer Assistance Center Survey (Callers)	89.6	89.6	89.6	89.6	89.7	89.7	89.7	89.7	89.7	89.7	91.6	91.6
	Electric Emergency Contact Survey	88.3	88.3	88.3	88.3	84.3	84.3	84.3	84.3	84.3	84.3	87.7	87.7
	Gas Emergency Contact Survey	94.0	94.0	94.0	94.0	91.1	91.1	91.1	91.1	91.1	91.1	90.3	90.3
	Service Center Survey (Visitors)	89.5	89.5	89.5	89.5	90.5	90.5	90.5	90.5	90.5	90.5	90.9	90.9

* Street light jobs indicators are reported annually to the PSC.

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CONSOLIDATED EDISON OF NY

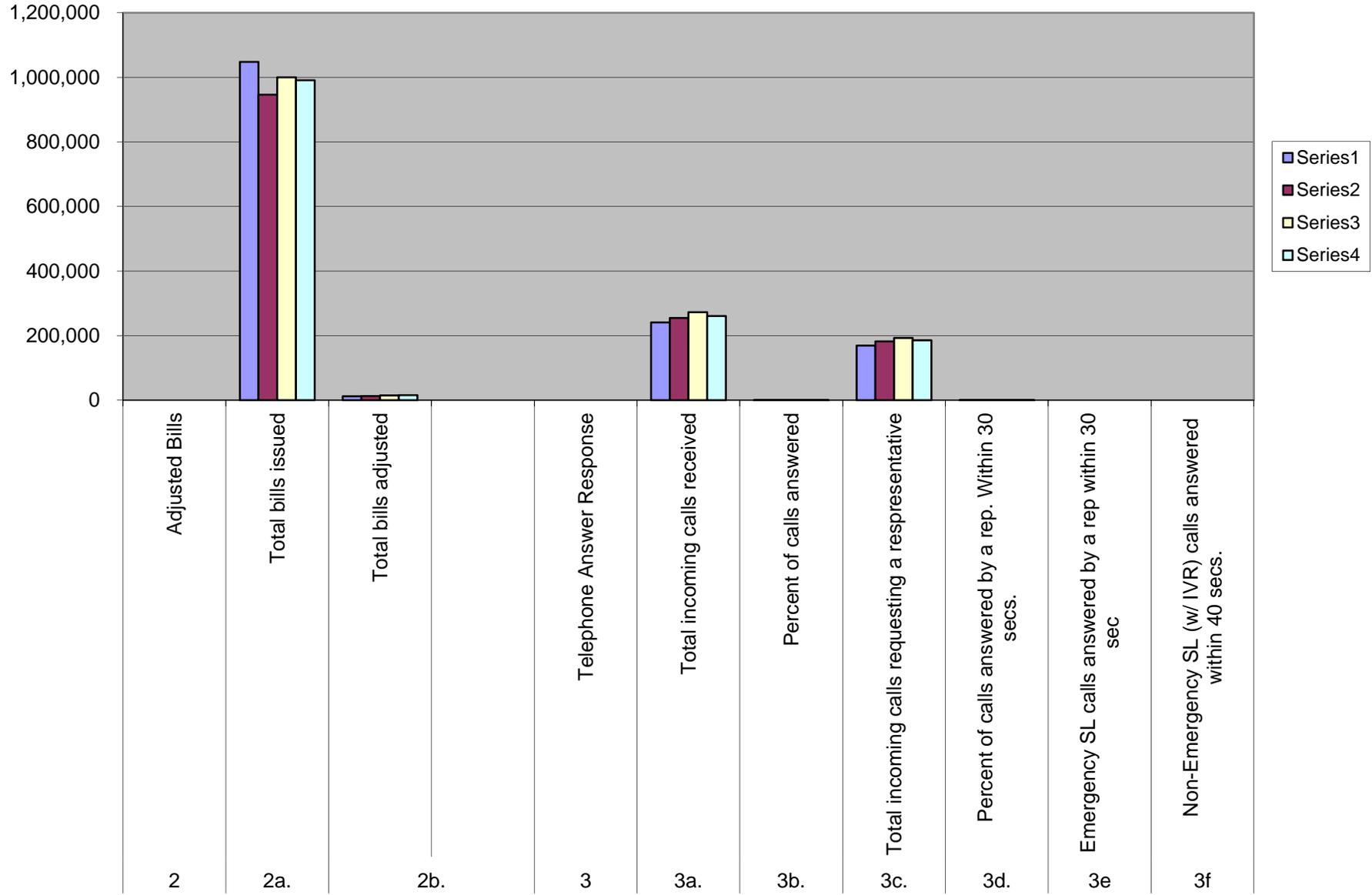
Item	INDICATOR	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
1. Appointments													
a.	Appointments made	1,519	1,598	2,397	2,297	2,146	1,713	1,623	1,646	1,959	1,926	1,994	1,726
b.	Appointments kept	1,511	1,593	2,392	2,291	2,146	1,713	1,622	1,640	1,954	1,919	1,988	1,725
2. Adjusted Bills													
a.	Total bills issued	4,531,710	4,531,710	4,531,710	4,531,710	4,531,710	4,531,710	4,531,710	4,531,710	4,531,710	4,531,710	4,531,710	4,531,710
b.	Total bills adjusted	18,781	14,517	16,854	16,533	15,304	16,077	16,250	16,792	18,366	17,480	16,003	15,595
**** 3. Telephone Answer Response													
a.	Total incoming calls received	662,257	547,854	652,364	767,339	622,313	716,580	762,998	741,935	752,055	753,268	617,771	669,184
b.	Percent of calls answered	96.3	93.8	77.8	94.5	98.3	98.0	98.7	93.7	92.4	90.6	94.0	97.7
c.	Total incoming calls requesting a representative	298,528	310,564	434,997	361,744	309,346	351,477	338,244	353,953	355,226	359,087	287,113	304,257
d.	Percent of calls answered by a rep. within 30 sec.	60.8	43.7	37.2	68.5	91.6	88.3	90.6	58.5	46.0	42.8	58.1	85.8
4. Non-Emergency Service Response Time													
a.	Service/meter work orders received	887	917	901	779	596	577	554	511	638	778	702	763
b.	Days to complete all svc/mtr jobs	559.8	567.0	738.9	834.5	610.8	390.2	480.8	211.7	382.3	421.8	717.2	357.6
c.	Avg. days to complete all svc/mtr jobs	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0	1.0
d.*	Street light work orders received												
e.*	Days to complete all street light jobs												
f.*	Avg. days to complete all street light jobs												
g.	Tree trimming work orders received	149	100	187	292	349	470	507	415	369	490	259	258
h.	Days to complete all tree trimming jobs	75.63	64.09	113.8	61.6	155.94	213.16	145.7	232.78	155.39	157.62	66.72	35.87
i.	Avg. days to complete all tree trimming jobs	0.6	1.0	0.9	0.4	0.8	0.6	0.4	0.7	0.6	0.6	0.4	0.2
5. Estimated Readings													
a.	Total meters scheduled to be read	4,211,698	3,757,917	4,468,927	4,889,375	4,906,555	4,897,440	4,917,666	4,922,661	4,923,564	4,922,957	4,959,109	4,864,187
b.	Total estimated readings made	410,179	224,324	499,705	535,614	529,884	553,125	596,323	611,130	585,301	617,459	561,414	487,538
6. Consumer Complaints to the PSC													
***	Complaints per 100,000 customers	1.0	1.0	1.5	1.3	1.8	1.5	1.7	1.5	1.3	1.6	1.6	1.2
7. Customer Satisfaction													
a.	Percent of customers satisfied												
b.**	Satisfaction Index												
	Customer Assistance Center Survey (Callers)	91.6	91.6	91.6	91.6	89.5	89.5	89.5	89.5	89.5	89.5	90.9	90.9
	Electric Emergency Contact Survey	87.7	87.7	87.7	87.7	86.4	86.4	86.4	86.4	86.4	86.4	91.1	91.1
	Gas Emergency Contact Survey	90.3	90.3	90.3	90.3	91.8	91.8	91.8	91.8	91.8	91.8	91.0	91.0
	Service Center Survey (Visitors)	90.9	90.9	90.9	90.9	91.9	91.9	91.9	91.9	91.9	91.9	91.0	91.0

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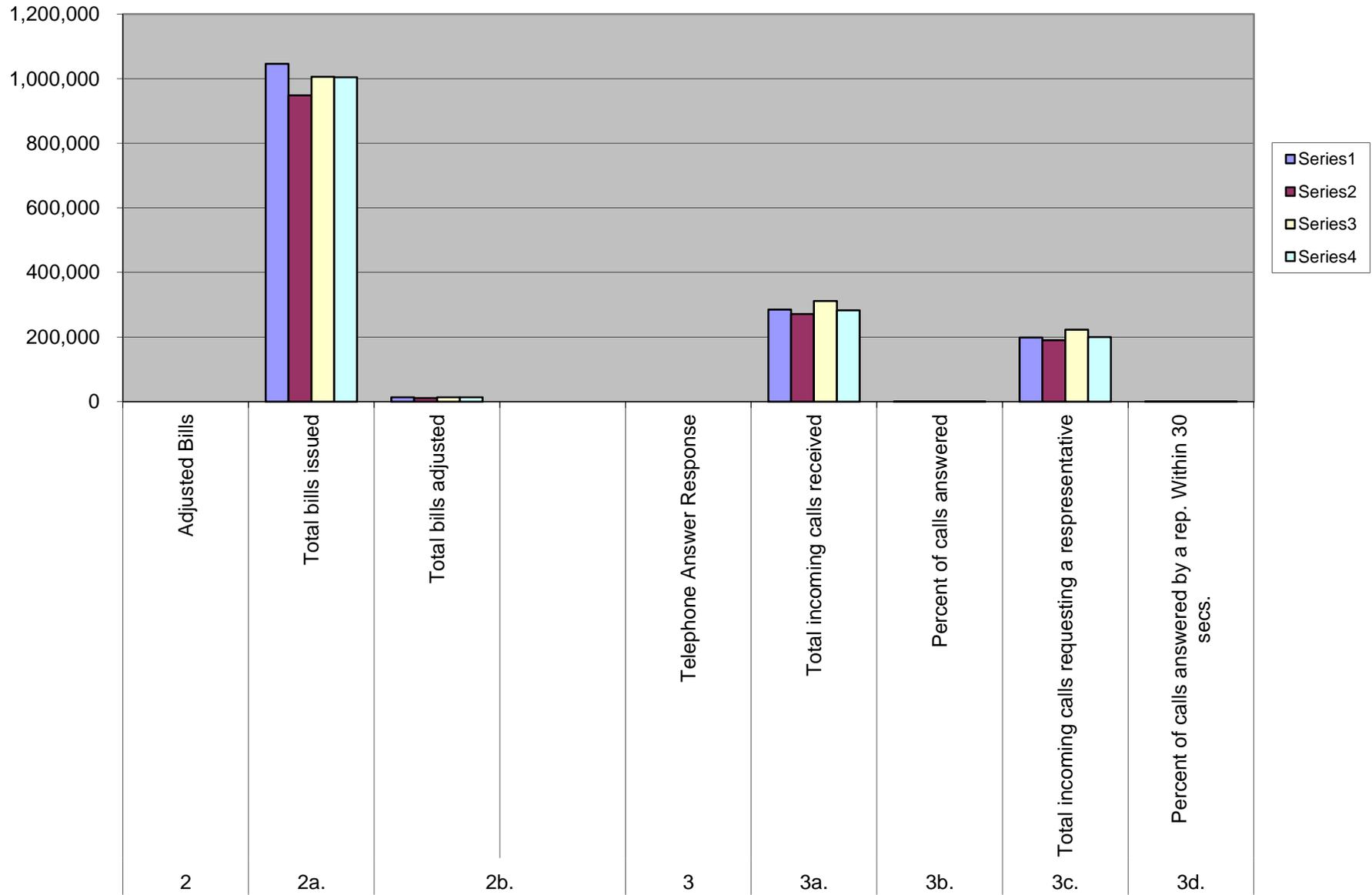
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1	Appointments													
1a.	Appointments made	963	1,006	920	807	823	754	606	790	987	940	1,539	1,329	11,464
1b.	Appointments kept	785	825	744	598	544	508	327	417	660	681	917	797	7,803
2	Adjusted Bills													
2a.	Total bills issued	#####	#####	#####	961,991	#####	#####	940,979	#####	936,970	1,064,427	959,160	937,319	11,950,105
2b.	Total bills adjusted	14,515	14,774	13,973	14,658	17,219	16,508	13,786	13,498	14,767	13,651	8,271	10,881	166,501
		1.43%	1.45%	1.38%	1.52%	1.70%	1.55%	1.46%	1.28%	1.57%	1.28%	0.86%	1.16%	1.39%
3	Telephone Answer Response													
3a.	Total incoming calls received	252,650	252,055	260,570	235,310	242,697	231,471	208,363	219,657	200,877	221,332	228,617	198,487	2,752,086
3b.	Percent of calls answered	96.85%	95.91%	95.33%	95.83%	96.33%	96.90%	98.28%	97.48%	96.83%	96.99%	93.36%	94.35%	96.20%
3c.	Total incoming calls requesting a representative	182,748	180,596	186,501	167,799	173,177	163,432	147,072	156,390	141,780	158,817	165,118	137,387	1,960,817
3d.	Percent of calls answered by a rep. Within 30 secs.	58.22%	56.56%	64.10%	64.70%	69.90%	78.30%	80.00%	67.80%	64.90%	66.40%	54.30%	56.00%	65.10%
3e.	Emergency SL calls answered by a rep within 30 sec													
3f.	Non-Emergency SL (w/ IVR) calls answered within 40 secs.													
4	Non-Emergency Service Response Time													
4a.	Service/meter work orders received	963	1,006	920	807	823	754	606	790	987	940	1,539	1,329	11,464
4b.*	Days to complete all svc/mtr jobs	1,486	1,641	1,524	1,380	1,395	1,346	1,006	1,447	1,571	1,674	2,418	2,325	19,213
4c.	Avg. days to complete all svc/mtr jobs	1.54	1.63	1.66	1.71	1.70	1.79	1.66	1.83	1.59	1.74	1.57	1.75	1.68
4d.	Street light work orders received													
4e.	Days to complete all street light jobs													
4f.	Avg. days to complete all street light jobs													
4g.	Tree trimming work orders received													
4h.*	Days to complete all tree trimming jobs													
4i.	Avg. days to complete all tree trimming jobs													
5	Estimated Readings													
5a.	Total meters scheduled to be read	986,635	1,015,966	998,783	965,486	#####	#####	943,116	#####	947,196	1,133,371	941,231	968,326	12,057,236
5b.	Total estimated readings made (%)	6.35%	6.35%	6.24%	6.09%	6.03%	6.50%	6.42%	6.55%	6.48%	11.16%	22.79%	7.40%	8.20%
6	Consumer Complaints to the PSC													
6a.	Complaint per 100,000 customers	3	10	4	6	4	8	4	11	2	5	5	5	67
		0.2	0.8	0.3	0.5	0.3	0.7	0.3	0.9	0.2	0.4	0.4	0.4	0.5
7	Customer Satisfaction													
7a.	Percent of customers satisfied	86.1%	95.9%	92.1%	83.1%	86.8%	85.5%	89.7%	97.4%	87.5%	95.6%	82.9%	93.2%	89.7%
7b.	Satisfaction Index													

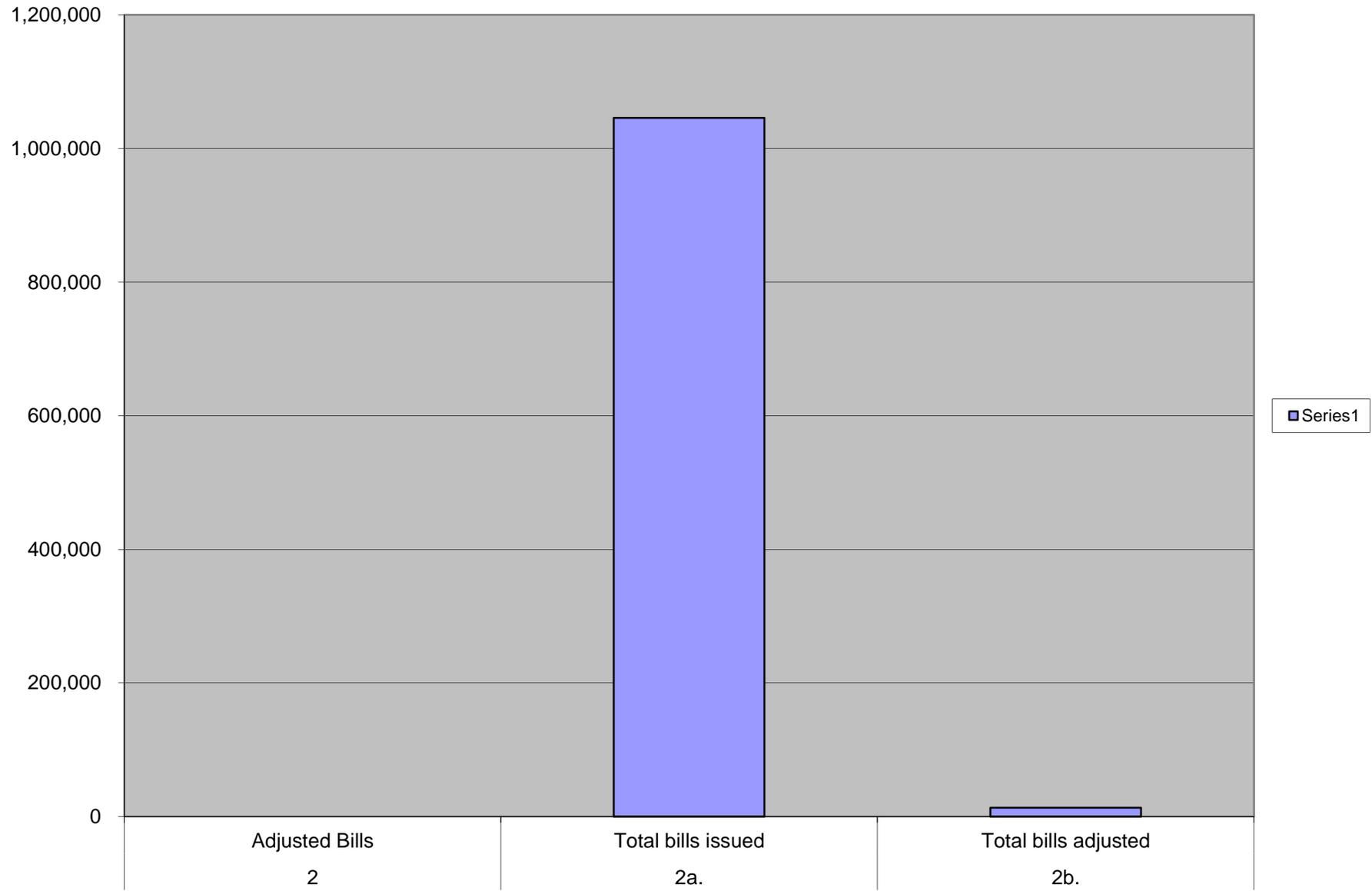
*report days to complete even though the job may not have been completed in the month it was received.



ITEM	INDICATOR	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13	Yr. to Date
1	Appointments													
1a.	Appointments made	1,005	734	718	721	784	703	670	759	750	969	1,331	929	10,073
1b.	Appointments kept	772	504	505	449	419	360	359	430	563	675	1,068	727	6,831
2	Adjusted Bills													
2a.	Total bills issued	#####	946,137	999,871	990,906	#####	992,864	994,435	993,413	981,436	1,100,147	878,951	990,478	11,918,072
2b.	Total bills adjusted	12,242	12,837	14,765	15,585	15,251	13,601	13,518	13,260	12,555	14,255	11,221	11,295	160,385
		1.17%	1.36%	1.48%	1.57%	1.52%	1.36%	1.35%	1.33%	1.27%	1.29%	1.27%	1.14%	1.34%
3	Telephone Answer Response													
3a.	Total incoming calls received	240,969	254,771	272,297	260,625	262,639	231,099	239,970	237,836	225,376	261,460	235,049	242,726	2,964,817
3b.	Percent of calls answered	92.16%	88.36%	95.18%	96.21%	96.20%	96.59%	97.71%	96.83%	97.46%	97.11%	94.79%	94.27%	95.24%
3c.	Total incoming calls requesting a representative	169,111	182,043	192,699	185,581	189,435	162,769	166,927	167,865	166,179	185,761	162,217	173,980	2,104,567
3d.	Percent of calls answered by a rep. Within 30 secs.	47.70%	32.60%	60.90%	61.90%	68.80%	62.60%	76.50%	74.20%	79.00%	74.20%	58.50%	59.10%	63.00%
3e.	Emergency SL calls answered by a rep within 30 sec													
3f.	Non-Emergency SL (w/ IVR) calls answered within 40 secs.													
4	Non-Emergency Service Response Time													
4a.	Service/meter work orders received	1,005	734	718	721	784	703	670	759	750	969	1,331	929	10,073
4b.*	Days to complete all svc/mtr jobs	1,582	1,190	1,173	1,241	1,403	1,269	1,210	1,371	1,326	1,721	2,104	727	16,317
4c.	Avg. days to complete all svc/mtr jobs	1.57	1.62	1.63	1.72	1.79	1.81	1.81	1.81	1.77	1.78	1.58	1.58	1.71
4d.	Street light work orders received													
4e.	Days to complete all street light jobs													
4f.	Avg. days to complete all street light jobs													
4g.	Tree trimming work orders received													
4h.*	Days to complete all tree trimming jobs													
4i.	Avg. days to complete all tree trimming jobs													
5	Estimated Readings													
5a.	Total meters scheduled to be read	#####	972,574	#####	#####	#####	#####	#####	#####	1,030,627	1,162,251	917,949	#####	12,403,581
5b.	Total estimated readings made (%)	7.07%	7.03%	6.12%	6.67%	6.15%	6.68%	6.61%	7.07%	6.98%	6.30%	6.14%	6.70%	6.63%
6	Consumer Complaints to the PSC													0
6a.	Complaint per 100,000 customers	0.6	0.6	0.8	1.2	0.6	0.8	0.5	0.7	0.3	0.8	0.6	0.7	0.7
7	Customer Satisfaction													
7a.	Percent of customers satisfied	95.2%	89.3%	82.8%	92.3%	85.3%	90.5%	88.6%	87.7%	98.6%	85.5%	88.1%	90.6%	89.5%
7b.	Satisfaction Index													

*report days to complete even though the job may not have been completed in the month it was received.





ITEM	INDICATOR	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14	Yr. to Date
1	Appointments													
1a.	Appointments made	770	563	1,129	1,102	1,026	841	840	753	877	1,052	1,186	1,109	11,248
1b.	Appointments kept	648	456	902	648	530	430	429	329	593	665	634	571	6,835
2	Adjusted Bills													
2a.	Total bills issued	1,045,873	948,064	1,005,936	1,004,357	950,352	1,041,450	1,006,961	1,050,404	993,834	1,054,894	839,861	1,059,901	12,001,887
2b.	Total bills adjusted	13,275	11,079	13,529	13,245	12,670	15,845	11,973	12,796	11,222	11,116	10,243	9,914	146,907
		1.26%	1.16%	1.34%	1.31%	1.33%	1.52%	1.18%	1.21%	1.12%	1.05%	1.21%	0.93%	1.22%
3	Telephone Answer Response													
3a.	Total incoming calls received	284,603	271,060	311,634	282,407	271,184	250,261	244,712	231,557	231,356	240,309	229,759	238,895	3,087,737
3b.	Percent of calls answered	95.22%	93.78%	91.44%	94.87%	95.27%	96.45%	96.48%	93.55%	96.16%	96.80%	94.66%	96.95%	95.14%
3c.	Total incoming calls requesting a representative	198,659	189,832	223,091	200,013	190,914	173,233	167,461	155,265	156,031	163,105	153,766	158,187	2,129,557
3d.	Percent of calls answered by a rep. Within 30 secs.	59.00%	56.10%	45.20%	54.00%	68.60%	69.80%	68.30%	50.70%	66.60%	65.30%	54.70%	68.20%	60.30%
4	Non-Emergency Service Response Time													
4a.	Service/meter work orders received	770	563	1,129	1,102	1,026	841	840	753	877	1,052	1,186	1,109	11,248
4b.*	Days to complete all svc/mtr jobs	1,237	978	1,805	1,838	1,773	1,435	1,405	1,348	1,424	1,644	1,988	1,897	18,772
4c.	Avg. days to complete all svc/mtr jobs	1.61	1.74	1.60	1.67	1.73	1.71	1.67	1.79	1.62	1.56	1.68	1.71	1.67
5	Estimated Readings													
5a.	Total meters scheduled to be read	1,105,039	985,413	1,033,333	1,040,591	971,635	1,098,407	1,021,957	1,099,034	1,031,912	1,103,498	862,617	1,104,279	12,457,715
5b.	Total estimated readings made (%)	6.49%	6.69%	5.54%	6.00%	5.36%	6.63%	6.19%	6.38%	5.63%	5.40%	5.23%	6.27%	5.98%
6	Consumer Complaints to the PSC													
6a.	Complaint per 100,000 customers	0.4	0.4	0.6	0.9	0.6	0.6	0.6	0.5	0.4	0.4	1.0	0.7	0.6
7	Customer Satisfaction													
7a.	Percent of customers satisfied	95.0%	92.1%	91.3%	96.4%	86.4%	90.1%	97.6%	90.0%	89.4%	87.0%	92.9%	93.1%	91.8%
7b.	Satisfaction Index													

*report days to complete even though the job may not have been completed in the month it was received.

ITEM	INDICATOR	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15	Yr. to Date
1	Appointments													
1a.	Appointments made	974	912	941	621	446	513	888	837	992	1,599	1,629	1,387	11,739
1b.	Appointments kept	493	524	524	333	249	296	503	381	575	1,046	965	903	6,792
2	Adjusted Bills													
2a.	Total bills issued	993,707	983,738	1,078,026	1,027,104	972,276	1,086,492	1,077,306	980,057	1,079,600	1,084,543	924,498	1,092,192	12,379,539
2b.	Total bills adjusted	11,248	10,536	12,671	13,292	14,519	14,992	11,914	11,533	11,580	9,691	9,911	11,521	143,408
		1.13%	1.07%	1.17%	1.29%	1.49%	1.37%	1.10%	1.17%	1.07%	0.89%	1.07%	1.05%	1.16%
3	Telephone Answer Response													
3a.	Total incoming calls received	260,774	251,364	275,918	263,766	251,703	254,014	242,530	252,545	237,225	259,598	283,031	246,579	3,079,047
3b.	Percent of calls answered	94.76%	94.90%	97.09%	96.34%	96.04%	97.20%	96.55%	93.59%	97.09%	96.37%	95.31%	95.93%	95.93%
3c.	Total incoming calls requesting a representative	172,737	166,259	186,794	180,321	166,731	171,047	156,875	171,180	156,981	173,772	156,666	160,750	2,020,113
3d.	Percent of calls answered by a rep. Within 30 secs.	50.20%	57.10%	71.60%	65.80%	64.30%	75.50%	66.20%	52.50%	69.60%	62.70%	60.20%	61.00%	63.20%
4	Non-Emergency Service Response Time													
4a.	Service/meter work orders received	974	912	941	621	446	513	888	837	992	1,599	1,629	1,387	11,739
4b.*	Days to complete all svc/mtr jobs	1,660	1,459	1,425	1,045	754	871	1,495	1,499	1,712	2,833	2,801	2,411	19,965
4c.	Avg. days to complete all svc/mtr jobs	1.70	1.60	1.51	1.68	1.69	1.70	1.68	1.79	1.73	1.77	1.72	1.74	1.69
5	Estimated Readings													
5a.	Total meters scheduled to be read	1,038,162	992,638	1,094,383	1,079,130	940,633	110,336	1,095,041	1,003,071	1,103,130	1,119,079	928,981	1,103,104	11,607,688
5b.	Total estimated readings made (%)	5.54%	6.48%	5.62%	5.17%	4.98%	5.77%	5.89%	5.49%	6.72%	5.69%	5.83%	6.03%	5.77%
6	Consumer Complaints to the PSC													
6a.	Complaint per 100,000 customers	0.6	0.5	0.6	1.2	0.8	0.7	0.6	0.6	0.2	0.2	0.5		0.59
7	Customer Satisfaction													
7a.	Percent of customers satisfied	93.5%	92.0%	96.6%	93.3%	90.9%	87.5%	92.3%	86.3%	87.9%	88.4%	91.3%		90.9%
7b.	Satisfaction Index													

*report days to complete even though the job may not have been completed in the month it was received.

PSC Indicator Report - 2012
National Grid - NY Upstate

Item	INDICATOR	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12
1	Appointments												
1a.	Appointments made	3,635	2,943	3,797	3,873	3,583	3,374	3,363	4,018	3,508	4,226	3,682	3,083
1b.	Appointments kept	3,572	2,901	3,767	3,824	3,549	3,333	3,314	3,973	3,466	4,161	3,602	3,033
2	Adjusted Bills												
2a.	Actual meter reads	2,277,506	2,278,625	2,280,909	2,282,808	2,281,801	2,280,737	2,278,277	2,280,820	2,277,800	2,280,537	2,285,123	2,286,711
2b.	Cancel/Rebills, net of customer reads	8,965	10,202	9,442	8,375	10,720	9,540	10,301	11,816	9,239	10,630	8,673	7,103
3	Telephone Answer Response (All NY Call Centers)												
3a.	Total incoming calls received*	484,960	413,021	435,684	417,180	444,457	433,916	433,750	514,050	482,383	476,849	394,060	388,240
3b.	Percent of calls answered	97.5%	98.9%	98.8%	98.9%	98.7%	98.6%	98.5%	98.6%	98.1%	97.2%	98.5%	98.3%
3c.	Total incoming calls requesting a representative	344,178	300,174	315,123	303,082	330,947	311,789	329,635	370,454	343,350	380,155	300,079	294,259
3d.	Percent of calls answered by a rep. within 30 secs.	75.4%	83.6%	82.2%	85.8%	87.8%	86.6%	82.0%	80.8%	76.7%	78.0%	80.2%	81.2%
4	Non-Emergency Service Response Time												
4a.	Service/meter work orders received	24	24	29	39	47	39	44	32	46	51	38	22
4b.	Days to complete all svc/mtr jobs	2,592	3,470	3,974	4,647	5,543	4,898	4,951	2,710	5,523	4,990	5,695	3,885
4c.	Avg. days to complete all svc/mtr jobs	108.0	144.6	137.0	119.2	117.9	125.6	112.5	84.7	120.1	97.8	149.9	176.6
4d.	Street light work orders received	2,795	2,594	2,461	1,559	1,261	1,134	1,496	1,833	1,863	1,938	1,872	1,590
4e.	Days to complete all street light jobs	17,809	19,955	17,071	6,826	3,943	3,510	6,867	8,988	6,522	9,474	8,918	9,103
4f.	Avg. days to complete all street light jobs	6.4	7.7	6.9	4.4	3.1	3.1	4.6	4.9	3.5	4.9	4.8	5.7
4g.	Tree trimming work orders received	383	374	730	921	972	955	1,092	1,072	1,074	920	587	358
4h.	Days to complete all tree trimming jobs	4,177	12,785	6,245	6,174	5,696	7,163	6,989	7,124	9,562	7,691	6,625	10,247
4i.	Avg. days to complete all tree trimming jobs	10.9	34.2	8.6	6.7	5.9	7.5	6.4	6.6	8.9	8.4	11.3	28.6
5	Estimated Readings												
5a.	Total meters scheduled to be read	2,301,217	2,303,176	2,302,529	2,303,995	2,303,079	2,304,755	2,303,079	2,306,859	2,306,391	2,308,717	2,308,688	2,311,276
5b.	Total estimated readings made	23,711	24,551	21,620	21,187	21,278	24,018	21,278	26,039	28,591	28,180	23,565	24,565
6	Consumer Complaints to the PSC												
6a.	Complaint per 100,000 customers	0.52	0.29	0.17	0.47	0.52	0.17	0.58	0.47	0.76	0.35	0.47	0.29
									<i>* The rate for August was revised due to reclassification of 2 cases received.</i>				
7	Customer Satisfaction*												
7a.	Residential Satisfaction - Phone Survey (Monthly)	83.2%	85.2%	84.7%	82.7%	85.5%	85.6%	87.5%	87.4%	85.5%	85.3%	85.7%	84.5%
7b.	C&I Satisfaction - Phone Survey (Monthly)	71.2%	79.8%	76.8%	88.1%	82.1%	82.5%	75.4%	82.3%	84.0%	84.8%	77.6%	78.6%

* 3a (Total incoming calls received) for January has been adjusted to account for additional IVR related volume.

The revised # has no effect on either "% of calls answered" or "% of calls answered by a rep within 30 seconds", since VRU transactions are not part of the UNY Regulatory Service Level calculation.

*3a (Total incoming calls received) for December has been estimated due to unresolved problems with the IVR. See note above...

Item	INDICATOR	YTD Avg	
1	Appointments		
1a.	Appointments made	3,590	
1b.	Appointments kept	3,541	98.63%
2	Adjusted Bills		
2a.	Actual meter reads	2,280,971	
2b.	Cancel/Rebills, net of customer reads	9,584	0.42%
3	Telephone Answer Response (All NY Call Centers)		
3a.	Total incoming calls received*	443,213	
3b.	Percent of calls answered	98.4%	
3c.	Total incoming calls requesting a representative	326,935	
3d.	Percent of calls answered by a rep. within 30 secs.	81.7%	
4	Non-Emergency Service Response Time		
4a.	Service/meter work orders received	36	
4b.	Days to complete all svc/mtr jobs	4,407	
4c.	Avg. days to complete all svc/mtr jobs	121.6	
4d.	Street light work orders received	1,866	
4e.	Days to complete all street light jobs	9,916	
4f.	Avg. days to complete all street light jobs	5.3	
4g.	Tree trimming work orders received	787	
4h.	Days to complete all tree trimming jobs	7,540	
4i.	Avg. days to complete all tree trimming jobs	9.6	
5	Estimated Readings		
5a.	Total meters scheduled to be read	2,305,313	
5b.	Total estimated readings made	24,049	1.04%
6	Consumer Complaints to the PSC		
6a.	Complaint per 100,000 customers	0.42	
7	Customer Satisfaction*		
7a.	Residential Satisfaction - Phone Survey (Monthly)	85.2%	
7b.	C&I Satisfaction - Phone Survey (Monthly)	80.3%	

* 3a (Total incoming calls received) for **January** has been adjusted.
The revised # has no effect on either "% of calls answered" or '
*3a (Total incoming calls received) for **December** has been es

PSC Indicator Report - 2013
National Grid - NY Upstate

Item	INDICATOR	January	February	March	April	May	June	July	August	Sept	October	November	December
1	Appointments												
1a.	Appointments made	3,357	3,187	3,336	3,762	3,358	3,008	3,327	3,722	3,607	4,577	3,774	3,072
1b.	Appointments kept	3,301	3,137	3,305	3,726	3,321	2,952	3,262	3,566	3,422	4,487	3,681	2,738
2	Adjusted Bills												
2a.	Actual meter reads	2,285,511	2,286,878	2,285,497	2,292,775	2,293,370	2,288,282	2,291,345	2,294,320	2,294,478	2,296,923	2,298,247	2,297,830
2b.	Cancel/Rebills, net of customer reads	10,709	9,562	11,043	9,239	12,311	9,067	9,720	9,431	9,242	10,306	8,569	8,306
3	Telephone Answer Response (All NY Call Centers)												
3a.	Total incoming calls received	480,956	406,498	435,017	486,911	531,900	482,588	548,383	496,154	486,646	520,884	456,309	456,308
3b.	Percent of calls answered	98.6%	98.8%	98.2%	96.9%	96.7%	95.9%	98.7%	99.0%	98.7%	98.4%	98.9%	97.7%
3c.	Total incoming calls requesting a representative	339,856	293,252	320,965	363,991	375,168	342,743	384,958	369,981	366,332	378,975	316,121	316,120
3d.	Percent of calls answered by a rep. within 30 secs.	81.8%	82.2%	78.5%	71.1%	67.7%	70.5%	87.5%	88.2%	86.8%	86.4%	86.6%	82.6%
4	Non-Emergency Service Response Time												
4a.	Service/meter work orders received	21	13	23	26	42	41	46	36	26	45	31	33
4b.	Days to complete all svc/mtr jobs	2,222	1,243	3,187	5,453	5,095	4,100	5,381	3,114	2,743	4,715	4,623	3,758
4c.	Avg. days to complete all svc/mtr jobs	105.8	95.6	138.6	209.7	121.3	100.0	117.0	86.5	105.5	104.8	149.1	113.9
4d.	Street light work orders received	2,322	1,859	1,612	1,304	1,255	1,208	1,654	1,475	1,938	2,426	2,132	1,972
4e.	Days to complete all street light jobs	13,548	10,716	12,489	4,751	18,316	7,013	11,818	5,535	9,842	13,242	12,890	17,087
4f.	Avg. days to complete all street light jobs	5.8	5.8	7.7	3.6	14.6	5.8	7.1	3.8	5.1	5.5	6.0	8.7
4g.	Tree trimming work orders received	325	270	441	786	913	1,045	1,215	1,256	1,022	1,035	596	296
4h.	Days to complete all tree trimming jobs	3,935	3,135	3,395	4,675	10,569	8,331	8,725	11,599	10,091	14,228	7,805	5,468
4i.	Avg. days to complete all tree trimming jobs	12.1	11.6	7.7	5.9	11.6	8.0	7.2	9.2	9.9	13.7	13.1	18.5
5	Estimated Readings												
5a.	Total meters scheduled to be read	2,311,270	2,313,277	2,312,425	2,314,241	2,313,319	2,314,934	2,314,525	2,316,405	2,316,349	2,318,699	2,318,843	2,321,775
5b.	Total estimated readings made	25,759	26,399	26,928	21,466	19,948	26,652	23,180	22,085	21,871	21,776	20,596	23,945
6	Consumer Complaints to the PSC												
6a.	Complaint per 100,000 customers	0.47	0.29	0.52	0.64	0.64	0.99	0.58	0.87	0.52	0.47	0.29	0.58
7	Customer Satisfaction*												
7a.	Residential Satisfaction - Phone Survey (Monthly)	84.8%	85.2%	78.6%	86.8%	83.0%	83.3%	83.0%	83.7%	84.4%	79.7%	84.1%	**
7b.	C&I Satisfaction - Phone Survey (Monthly)	89.7%	83.1%	73.8%	81.1%	81.0%	79.4%	71.7%	81.1%	86.9%	78.6%	79.5%	**

** Information not available at this time.

Item	INDICATOR	YTD Avg
1	Appointments	
1a.	Appointments made	3,507
1b.	Appointments kept	3,408
2	Adjusted Bills	
2a.	Actual meter reads	2,292,121
2b.	Cancel/Rebills, net of customer reads	9,792
3	Telephone Answer Response (All NY Call Centers)	
3a.	Total incoming calls received	482,380
3b.	Percent of calls answered	98.0%
3c.	Total incoming calls requesting a representative	347,372
3d.	Percent of calls answered by a rep. within 30 secs.	80.8%
4	Non-Emergency Service Response Time	
4a.	Service/meter work orders received	32
4b.	Days to complete all svc/mtr jobs	3,803
4c.	Avg. days to complete all svc/mtr jobs	119.1
4d.	Street light work orders received	1,763
4e.	Days to complete all street light jobs	11,437
4f.	Avg. days to complete all street light jobs	6.5
4g.	Tree trimming work orders received	767
4h.	Days to complete all tree trimming jobs	7,663
4i.	Avg. days to complete all tree trimming jobs	10.0
5	Estimated Readings	
5a.	Total meters scheduled to be read	2,315,505
5b.	Total estimated readings made	23,384
6	Consumer Complaints to the PSC	
6a.	Complaint per 100,000 customers	0.57
7	Customer Satisfaction*	
7a.	Residential Satisfaction - Phone Survey (Monthly)	83.3%
7b.	C&I Satisfaction - Phone Survey (Monthly)	80.5%

**** Information not available at this time.**

PSC Indicator Report - 2014
National Grid - NY Upstate

Item	INDICATOR	January	February	March	April	May	June	July	August	Sept	October	November	December
1	Appointments												
1a.	Appointments made	2,742	2,031	2,160	2,130	2,179	2,012	1,785	1,721	1,927	2,340	2,136	2,091
1b.	Appointments kept	2,669	1,984	2,112	2,086	2,121	1,969	1,721	1,688	1,899	2,285	2,051	2,050
2	Adjusted Bills												
2a.	Actual meter reads	2,306,382	2,297,651	2,300,362	2,301,599	2,302,878	2,303,122	2,301,471	2,304,231	2,305,199	2,308,024	2,307,331	2,308,961
2b.	Cancel/Rebills, net of customer reads	55,769	10,897	12,490	10,447	10,107	10,276	11,088	9,431	15,568	15,511	10,947	12,162
3	Telephone Answer Response (All NY Call Centers)												
3a.	Total incoming calls received	483,897	468,662	546,641	565,974	595,104	600,204	675,810	615,613	600,821	589,099	481,947	537,263
3b.	Percent of calls answered	96.6%	97.0%	94.6%	97.3%	96.2%	97.7%	97.4%	98.8%	98.8%	98.8%	98.4%	98.7%
3c.	Total incoming calls requesting a representative	358,395	342,717	404,977	426,796	447,627	440,906	476,576	448,721	436,897	431,390	338,525	369,592
3d.	Percent of calls answered by a rep. within 30 secs.	68.7%	71.2%	58.5%	74.5%	78.5%	83.3%	86.9%	89.6%	86.3%	86.9%	86.0%	84.3%
4	Non-Emergency Service Response Time												
4a.	Service/meter work orders received	30	23	19	26	47	39	28	41	51	61	22	45
4b.	Days to complete all svc/mtr jobs	4,152	5,209	4,542	3,908	5,886	4,888	3,419	5,724	5,111	7,824	2,060	8,732
4c.	Avg. days to complete all svc/mtr jobs	138.4	226.5	239.1	150.3	125.2	125.3	122.1	139.6	100.2	128.3	93.6	194.0
4d.	Street light work orders received	2,322	1,532	1,725	1,562	1,316	1,217	1,415	1,640	2,092	2,141	1,861	2,158
4e.	Days to complete all street light jobs	20,599	13,016	12,305	11,408	14,047	14,313	8,345	9,023	12,086	14,827	15,283	20,685
4f.	Avg. days to complete all street light jobs	8.9	8.5	7.1	7.3	10.7	11.8	5.9	5.5	5.8	6.9	8.2	9.6
4g.	Tree trimming work orders received	277	250	344	733	821	1,132	1,289	1,074	1,127	980	468	459
4h.	Days to complete all tree trimming jobs	12,103	87,336	3,977	4,907	4,426	7,266	7,867	7,258	8,496	9,062	4,626	9,328
4i.	Avg. days to complete all tree trimming jobs	43.7	349.3	11.6	6.7	5.4	6.4	6.1	6.8	7.5	9.2	9.9	20.3
5	Estimated Readings												
5a.	Total meters scheduled to be read	2,330,750	2,324,167	2,323,644	2,325,164	2,324,511	2,326,463	2,325,729	2,327,617	2,326,793	2,328,478	2,328,360	2,330,485
5b.	Total estimated readings made	24,368	26,516	23,282	23,565	21,633	23,341	24,258	23,386	21,594	20,454	21,029	21,524
6	Consumer Complaints to the PSC												
6a.	Complaint per 100,000 customers	0.46	0.35	0.69	0.93	0.87	0.17	0.58	0.75	0.52	0.35	0.64	0.17
7	Customer Satisfaction*												
7a.	Residential Satisfaction - Phone Survey (Monthly)	82.7%	77.7%	69.1%	73.6%	79.6%	81.2%	81.8%	79.1%	83.2%	82.9%	81.6%	84.0%
7b.	C&I Satisfaction - Phone Survey (Monthly)	81.9%	74.0%	68.9%	70.9%	84.8%	68.3%	75.8%	71.9%	73.2%	80.3%	81.7%	79.7%

** Information not available at this time.

Item	INDICATOR	YTD Avg
1	Appointments	
1a.	Appointments made	2,105
1b.	Appointments kept	2,053
2	Adjusted Bills	
2a.	Actual meter reads	2,303,934
2b.	Cancel/Rebills, net of customer reads	15,391
3	Telephone Answer Response (All NY Call Centers)	
3a.	Total incoming calls received	563,420
3b.	Percent of calls answered	97.53%
3c.	Total incoming calls requesting a representative	410,260
3d.	Percent of calls answered by a rep. within 30 secs.	79.60%
4	Non-Emergency Service Response Time	
4a.	Service/meter work orders received	36
4b.	Days to complete all svc/mtr jobs	5,121
4c.	Avg. days to complete all svc/mtr jobs	142.3
4d.	Street light work orders received	1,748
4e.	Days to complete all street light jobs	13,828
4f.	Avg. days to complete all street light jobs	7.9
4g.	Tree trimming work orders received	746
4h.	Days to complete all tree trimming jobs	13,888
4i.	Avg. days to complete all tree trimming jobs	18.6
5	Estimated Readings	
5a.	Total meters scheduled to be read	2,326,847
5b.	Total estimated readings made	22,913
6	Consumer Complaints to the PSC	
6a.	Complaint per 100,000 customers	0.54
7	Customer Satisfaction*	
7a.	Residential Satisfaction - Phone Survey (Monthly)	79.7%
7b.	C&I Satisfaction - Phone Survey (Monthly)	76.0%

** Information not available at this time.

PSC Indicator Report - 2015
National Grid - NY Upstate

Item	INDICATOR	January	February	March	April	May	June	July	August	Sept	October	November
1	Appointments											
1a.	Appointments made	2,501	2,298	2,737	2,879	2,947	3,141	2,966	3,192	2,819	3,208	2,329
1b.	Appointments kept	2,468	2,239	2,691	2,836	2,881	3,104	2,925	3,144	2,765	3,171	2,299
2	Adjusted Bills											
2a.	Actual meter reads	2,307,900	2,307,398	2,309,123	2,311,585	2,313,317	2,314,160	2,313,455	2,316,140	2,315,628	2,318,228	2,318,260
2b.	Cancel/Rebills, net of customer reads	11,156	9,512	11,551	12,393	11,458	11,994	11,451	11,281	11,663	9,798	11,245
3	Telephone Answer Response (All NY Call Centers)											
3a.	Total incoming calls received	529,778	481,078	517,224	553,150	544,797	608,466	579,310	553,952	559,462	580,864	493,165
3b.	Percent of calls answered	98.8%	98.7%	97.7%	98.0%	98.3%	96.3%	98.7%	98.8%	98.2%	98.4%	98.2%
3c.	Total incoming calls requesting a representative	366,210	338,434	402,876	399,498	385,875	433,521	401,239	392,114	400,520	417,495	335,100
3d.	Percent of calls answered by a rep. within 30 secs.	82.6%	82.4%	78.7%	80.0%	79.9%	74.3%	83.9%	83.7%	76.3%	80.2%	80.7%
4	Non-Emergency Service Response Time											
4a.	Service/meter work orders received	22	13	26	20	39	41	38	39	29	39	35
4b.	Days to complete all svc/mtr jobs	4,381	1,573	4,482	2,845	6,178	3,933	6,106	5,326	2,632	5,536	4,823
4c.	Avg. days to complete all svc/mtr jobs	199.1	121.0	172.4	142.3	158.4	96.0	160.7	136.6	90.8	141.9	137.8
4d.	Street light work orders received	2,690	1,799	2,172	1,697	1,585	1,562	1,817	1,761	2,043	2,158	2,397
4e.	Days to complete all street light jobs	38,473	18,495	17,627	10,758	8,410	12,193	8,914	7,139	10,361	13,952	18,508
4f.	Avg. days to complete all street light jobs	14.3	10.3	8.1	6.3	5.3	7.8	4.9	4.1	5.1	6.5	7.7
4g.	Tree trimming work orders received	249	130	317	784	957	1,085	1,118	1,174	1,074	921	615
4h.	Days to complete all tree trimming jobs	6,767	1,383	2,607	5,130	5,463	6,538	10,977	15,742	9,112	10,437	7,796
4i.	Avg. days to complete all tree trimming jobs	27.2	10.6	8.2	6.5	5.7	6.0	9.8	13.4	8.5	11.3	12.7
5	Estimated Readings											
5a.	Total meters scheduled to be read	2,330,352	2,332,188	2,331,141	2,332,266	2,331,983	2,333,448	2,332,638	2,334,560	2,334,089	2,336,369	2,336,803
5b.	Total estimated readings made	22,452	24,790	22,018	20,681	18,666	19,288	19,183	18,420	18,461	18,141	18,543
6	Consumer Complaints to the PSC											
6a.	Complaint per 100,000 customers	0.41	0.18	0.65	1.36	1.00	1.06	0.53	0.77	0.59	0.71	0.88
7	Customer Satisfaction*											
7a.	Residential Satisfaction - Phone Survey (Monthly)	84.4%	79.5%	83.6%	79.3%	84.8%	82.6%	81.8%	84.4%	81.6%	82.5%	85.7%
7b.	C&I Satisfaction - Phone Survey (Monthly)	83.5%	83.9%	78.4%	84.9%	75.0%	79.4%	80.3%	77.5%	80.3%	88.7%	71.1%

** Information not available at this time.

** The Complaint Rate was revised for January due to a case being downgraded in March.

Item	INDICATOR	December	YTD Avg
1	Appointments		
1a.	Appointments made	2,488	2,792
1b.	Appointments kept	2,457	2,748
2	Adjusted Bills		
2a.	Actual meter reads	2,326,528	2,314,310
2b.	Cancel/Rebills, net of customer reads	10,355	11,155
3	Telephone Answer Response (All NY Call Centers)		
3a.	Total incoming calls received	489,608	540,905
3b.	Percent of calls answered	98.9%	98.3%
3c.	Total incoming calls requesting a representative	335,405	384,024
3d.	Percent of calls answered by a rep. within 30 secs.	83.4%	80.5%
4	Non-Emergency Service Response Time		
4a.	Service/meter work orders received	29	31
4b.	Days to complete all svc/mtr jobs	2,660	4,206
4c.	Avg. days to complete all svc/mtr jobs	91.7	136.4
4d.	Street light work orders received	2,423	2,009
4e.	Days to complete all street light jobs	19,733	15,380
4f.	Avg. days to complete all street light jobs	8.1	7.7
4g.	Tree trimming work orders received	520	745
4h.	Days to complete all tree trimming jobs	10,879	7,736
4i.	Avg. days to complete all tree trimming jobs	20.9	10.4
5	Estimated Readings		
5a.	Total meters scheduled to be read	2,345,040	2,334,240
5b.	Total estimated readings made	18,512	19,930
6	Consumer Complaints to the PSC		
6a.	Complaint per 100,000 customers	0.53	0.72
7	Customer Satisfaction*		
7a.	Residential Satisfaction - Phone Survey (Monthly)	**	82.7%
7b.	C&I Satisfaction - Phone Survey (Monthly)	**	80.3%

** Information not available at this time.

** The Complaint Rate was revised for January due to a c

**NEW YORK STATE ELECTRIC & GAS Customer Service Indicators
2012**

Indicator	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1. Appointments												
Appointments Made	1,789	2,194	1,739	1,824	2,442	1,654	1,750	2,423	1,947	2,408	2,422	1,910
Appointments Kept	1,788	2,192	1,739	1,824	2,442	1,653	1,749	2,421	1,946	2,408	2,418	1,907
2. Adjusted Bills												
Total Bills Issued	917,726	883,551	992,017	867,708	1,006,191	941,611	930,014	1,004,559	872,589	941,560	892,099	939,733
Total Bills Adjusted	3,690	2,741	3,650	4,502	3,595	3,422	3,023	3,928	3,696	3,574	2,401	2,433
3. Telephone Answer Response												
Total Incoming Calls Received	164,981	154,751	185,628	171,334	192,000	188,602	200,973	206,393	186,447	213,352	200,681	178,542
Percent of Calls Answered	98.6%	99.1%	99.0%	98.9%	99.0%	98.8%	98.6%	99.1%	99.1%	98.7%	98.4%	96.7%
Total Incoming Call Requesting a Rep.	89,521	82,834	82,804	80,480	91,188	76,139	91,666	91,773	81,388	111,066	99,730	77,649
Percent of Calls Answered by Rep. Within 30 sec.	68.0%	72.5%	87.6%	78.7%	65.8%	66.2%	62.6%	56.6%	55.7%	57.8%	58.0%	74.6%
4. Non-Emergency Service Response Time												
Service/ Meter Work Orders Received	673	574	534	615	703	877	905	1,008	628	1,034	886	700
Number of Days to Complete Service/Meter Work Orders Received	2,904	2,403	1,856	2,513	2,853	4,584	3,973	4,876	2,901	4,235	5,190	3,547
Average Number of Days to Complete Service/Meter Work Orders Received	4.3	4.2	3.5	4.1	4.1	5.2	4.4	4.8	4.6	4.1	5.9	5.1
Total Street Light Orders Received	1,882	1,399	1,205	887	735	612	675	1,162	1,124	1,392	1,156	1,566
Average Number of Days to Complete Street Light Orders Received	7.1	5.0	5.4	6.0	4.2	4.3	6.3	7.4	7.5	7.5	5.5	7.5
Tree Trimming Work Orders Received	676	472	438	622	655	636	1042	896	746	572	878	479
5. Estimated Readings												
Total Meters Scheduled to be Read	580,108	598,118	579,949	599,583	582,524	603,416	580,510	603,784	581,211	604,095	579,872	602,562
Total Meters Estimated	14,010	20,349	15,827	20,307	16,933	21,701	25,942	22,319	19,481	33,008	86,733	48,421
Percent of Meters Estimated	2.4%	3.4%	2.7%	3.4%	2.9%	3.6%	4.5%	3.7%	3.4%	5.5%	15.0%	8.0%
6. Consumer Complaints to PSC												
YTD Complaints per 100,000 Customers	0.2	0.2	0.1	0.2	0.2	0.2	0.2	0.2	0.2	0.2	0.2	0.3
7. Customer Satisfaction												
Percent of Customers Satisfied (Total Population) (*)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Percent of Customers Satisfied (Recent Contacts)	92.8%	91.8%	92.5%	93.0%	93.8%	93.2%	92.7%	91.5%	90.0%	90.1%	89.7%	92.8%

* Visionary Research Survey - no longer required as of 1/1/2012

DATE SUBMITTED: 1/21/2013

DATE SUBMITTED: 2/22/2011

**NEW YORK STATE ELECTRIC & GAS Customer Service Indicators
2013**

Indicator	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1. Appointments												
Appointments Made	1,864	2,714	3,062	4,168	3,780	3,965	4,774	8,709	11,181	15,914	15,748	12,980
Appointments Kept	1,857	2,709	3,059	4,165	3,778	3,962	4,771	8,703	11,168	15,882	15,739	12,972
2. Adjusted Bills												
Total Bills Issued	963,613	927,622	973,869	967,632	942,882	904,555	959,758	985,315	859,611	1,058,594	835,496	960,265
Total Bills Adjusted	3,221	25,735	2,352	2,093	2,353	2,007	2,339	2,594	2,092	2,281	1,631	1,666
3. Telephone Answer Response												
Total Incoming Calls Received	204,636	187,205	193,280	205,805	212,402	197,985	218,330	227,622	206,862	212,788	192,810	203,044
Percent of Calls Answered	97.5%	98.6%	99.0%	96.7%	97.7%	99.0%	98.4%	97.9%	96.7%	98.8%	95.1%	98.4%
Total Incoming Call Requesting a Rep.	93,010	80,641	81,354	90,353	93,879	85,442	92,994	94,649	89,502	94,903	76,138	78,674
Percent of Calls Answered by Rep. Within 30 sec.	68.1%	64.6%	67.3%	58.4%	63.1%	69.3%	62.4%	69.7%	78.0%	70.0%	72.9%	72.4%
4. Non-Emergency Service Response Time												
Service/ Meter Work Orders Received	774	530	638	735	833	760	918	906	849	1,007	755	729
Number of Days to Complete Service/Meter Work Orders Received	5,175	3,404	3,242	3,034	3,195	3,024	5,454	4,569	5,423	5,134	3,522	4,894
Average Number of Days to Complete Service/Meter Work Orders Received	6.7	6.4	5.1	4.1	3.8	4.0	5.9	5.0	6.4	5.1	4.7	6.7
Total Street Light Orders Received	1,422	1,015	1,057	972	599	536	818	849	1,228	1,489	1,099	1,355
Average Number of Days to Complete Street Light Orders Received	5.4	5.9	6.3	7.5	4.9	4.3	5.4	6.8	5.8	6.6	5.8	6.5
Tree Trimming Work Orders Received	572	320	295	458	513	701	659	618	591	531	695	421
5. Estimated Readings												
Total Meters Scheduled to be Read	579,450	602,416	579,659	604,204	582,591	605,581	582,735	605,525	583,019	605,336	581,981	604,131
Total Meters Estimated	35,037	44,653	21,382	23,076	17,279	31,604	19,019	23,600	20,975	33,688	19,008	62,821
Percent of Meters Estimated	6.0%	7.4%	3.7%	3.8%	3.0%	5.2%	3.3%	3.9%	3.6%	5.6%	3.3%	10.4%
6. Consumer Complaints to PSC												
YTD Complaints per 100,000 Customers	0.0	0.0	0.0	0.1	0.1	0.2	0.2	0.2	0.2	0.2	0.3	0.2
7. Customer Satisfaction												
Percent of Customers Satisfied (Total Population) (*)	N/A	N/A	N/A									
Percent of Customers Satisfied (Recent Contacts)	93.0%	90.9%	92.7%	93.0%	93.0%	90.2%	91.5%	88.8%	93.0%	91.0%	92.5%	93.3%

* Visionary Research Survey - no longer required as of 1/1/2012

DATE SUBMITTED: 1/20/2014

DATE SUBMITTED: 2/22/2011

**NEW YORK STATE ELECTRIC & GAS Customer Service Indicators
2014**

Indicator	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1. Appointments												
Appointments Made	12,780	11,229	11,983	16,555	17,411	18,793	17,454	22,074	19,098	21,895	18,379	14,900
Appointments Kept	12,762	11,215	11,966	16,543	17,392	18,769	17,443	22,070	19,091	21,884	18,368	14,894
2. Adjusted Bills												
Total Bills Issued	1,028,255	840,202	988,714	938,810	947,570	950,436	958,744	947,810	963,066	1,004,439	800,674	1,010,101
Total Bills Adjusted	2,230	2,198	2,079	2,807	1,940	2,073	2,617	1,707	2,150	2,379	1,806	2,310
3. Telephone Answer Response												
Total Incoming Calls Received	217,454	207,622	234,034	227,355	262,195	271,418	259,877	238,528	225,218	234,008	196,413	231,872
Percent of Calls Answered	98.9%	98.7%	98.4%	97.4%	95.7%	89.5%	93.9%	98.1%	99.2%	99.5%	99.0%	97.7%
Total Incoming Call Requesting a Rep.	89,136	85,956	97,447	92,881	104,346	109,335	109,753	97,025	101,843	106,272	81,916	100,434
Percent of Calls Answered by Rep. Within 30 sec.	70.1%	61.9%	59.8%	67.4%	47.7%	48.2%	56.9%	60.7%	86.0%	84.8%	79.5%	88.1%
4. Non-Emergency Service Response Time												
Service/ Meter Work Orders Completed	669	442	467	598	788	779	958	887	839	1,055	649	640
Number of Days to Complete Service/Meter Work Orders Completed	4,792	3,310	2,958	3,811	4,095	3,279	5,524	5,262	4,494	6,388	3,078	4,548
Average Number of Days to Complete Service/Meter Work Orders Completed	7.2	7.5	6.3	6.4	5.2	4.2	5.8	5.9	5.4	6.1	4.7	7.1
Total Street Light Orders Completed	1,188	990	1,199	747	887	781	702	903	1,164	1,723	994	1,087
Average Number of Days to Complete Street Light Orders Completed	7.6	10.3	7.5	4.9	6.0	7.5	7.6	9.6	9.1	8.1	6.5	8.0
Tree Trimming Work Orders Completed	309	202	229	447	434	562	718	648	492	614	692	537
5. Estimated Readings												
Total Meters Scheduled to be Read	581,433	604,188	581,582	605,426	584,343	606,889	584,883	606,407	585,472	606,215	584,096	604,803
Total Meters Estimated	46,641	54,844	41,005	27,328	18,677	26,421	23,559	25,877	16,366	19,912	26,239	30,205
Percent of Meters Estimated	8.0%	9.1%	7.1%	4.5%	3.2%	4.4%	4.0%	4.3%	2.8%	3.3%	4.5%	5.0%
6. Consumer Complaints to PSC												
YTD Complaints per 100,000 Customers	0.4	0.3	0.3	0.3	0.3	0.3	0.3	0.3	0.3	0.3	0.3	0.3
7. Customer Satisfaction												
Percent of Customers Satisfied (Total Population) (*)	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
Percent of Customers Satisfied (Recent Contacts)	92.5%	91.0%	89.9%	91.5%	87.8%	88.2%	88.9%	90.8%	91.1%	91.1%	90.4%	90.9%

* Visionary Research Survey - no longer required as of 1/1/2012

DATE SUBMITTED: 1/23/2015

Company Name NEW YORK STATE ELECTRIC AND GAS

ITEM	INDICATOR	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
1	Appointments												
1a.	Appointments made	11,353	14,361	9,502	1,030	1,058	1,091	1,058	1,062	943	1,138	949	2,809
1b.	Appointments kept	11,340	14,353	9,489	1,023	1,056	1,087	1,052	1,061	938	1,136	940	2,807
1c.	Percent of appointments missed	0.11%	0.06%	0.14%	0.68%	0.19%	0.37%	0.57%	0.09%	0.53%	0.18%	0.95%	0.07%
2	Adjusted Bills												
2a.	Total bills issued	952,755	876,633	999,708	948,247	923,830	993,078	954,388	956,562	953,080	956,635	859,762	1,020,334
2b.	Total bills adjusted	2,397	2,419	4,333	3,902	2,068	2,779	2,433	2,579	2,046	2,492	2,540	1,901
2c.	Percent of bills adjusted	0.25%	0.28%	0.43%	0.41%	0.22%	0.28%	0.25%	0.27%	0.21%	0.26%	0.30%	0.19%
3	Telephone Answer Response												
3a.	Total incoming calls received	229,898	215,159	241,179	235,270	228,810	241,410	239,433	230,447	234,362	237,491	211,535	217,185
3b.	Percent of calls answered	97.50%	98.00%	95.90%	93.80%	96.00%	96.30%	98.70%	99.40%	99.00%	99.20%	98.90%	99.40%
3c.	Total incoming calls requesting a representative	97,157	87,379	96,982	98,561	95,699	100,660	98,319	92,446	93,177	95,164	79,392	81,953
3d.	Percent of calls answered by a rep. within 30 secs.	86.40%	81.20%	68.40%	72.90%	73.30%	74.00%	77.20%	72.00%	57.50%	63.50%	68.60%	72.30%
4	Non-Emergency Service Response Time												
4a.	Service/meter work orders completed	475	318	349	557	738	760	970	994	941	1,259	1,316	1,261
4b.	Days to complete all svc/mtr jobs	3,815	1,894	1,889	2,005	3,969	3,799	7,294	6,409	7,529	8,800	10,376	9,742
4c.	Avg. days to complete all svc/mtr jobs	8.0	6.0	5.4	3.6	5.4	5.0	7.5	6.4	8.0	7.0	7.9	7.7
4d.	Street light work orders completed	1,129	1,081	898	726	644	584	634	714	776	1,440	1,685	1,820
4e.	Days to complete all street light jobs	13,496	14,328	8,868	7,633	6,303	4,545	4,844	5,609	5,820	15,520	18,966	21,061
4f.	Avg. days to complete all street light jobs	12.0	13.3	9.9	10.5	9.8	7.8	7.6	7.9	7.5	10.8	11.3	11.6
4g.	Tree trimming work orders completed	369	267	241	506	414	627	585	504	552	386	341	383
4h.	Days to complete all tree trimming jobs			*	*	*	*	*	*	*	*	*	*
4i.	Avg. days to complete all tree trimming jobs			*	*	*	*	*	*	*	*	*	*
5	Estimated Readings												
5a.	Total meters scheduled to be read	583,528	605,146	583,904	607,024	586,234	607,830	586,324	607,943	587,186	607,927	586,044	606,309
5b.	Total estimated readings made	31,057	103,618	60,124	20,853	13,993	19,550	16,388	21,641	15,177	18,021	14,478	22,071
5c.	Percent of meters estimated	5.3%	17.1%	10.3%	3.4%	2.4%	3.2%	2.8%	3.6%	2.6%	3.0%	2.5%	3.6%
5d.	Percent of automated meters**			0.16%	0.16%	0.16%	0.16%	0.16%	0.16%	0.16%	0.16%	0.16%	0.16%
6	Consumer Complaints to the PSC												
6a.	Complaint per 100,000 customers	0.32	0.32	0.43	0.85	0.85	1.17	0.53	0.85	0.74	0.74	0.53	0.83
6b.	SRS complaints	3	3	4	8	8	11	5	8	7	7	5	5
6c.	Number of customers	940,216	940,216	940,216	940,216	940,216	940,216	940,216	940,216	940,216	940,216	940,216	940,216
7	Customer Satisfaction												
7a.	Percent of customers satisfied	na											
7b.	New Contact Satisfaction Survey	90.8%	91.8%	90.8%	90.7%	89.2%	87.6%	90.5%	91.2%	88.1%	88.7%	90.7%	91.5%

* Total days to complete and average days to complete Tree Trimming results not available at this time

**Please note, while this data is provided, the automated meters reads is not part of the calculation.

Company Name **ROCHESTER GAS AND ELECTRIC CORP.**

ITEM	INDICATOR	Jan-12	Feb-12	Mar-12	Apr-12	May-12	Jun-12	Jul-12	Aug-12	Sep-12	Oct-12	Nov-12	Dec-12
1	Appointments												
1a.	Appointments made	1,188	1,710	1,344	1,481	1,469	1,103	1093	1,521	1,198	1,414	1,788	1,279
1b.	Appointments kept	1,188	1,708	1,342	1,481	1,469	1,103	1093	1,521	1,198	1,414	1,788	1,279
2	Adjusted Bills												
2a.	Total bills issued	423,232	404,469	435,892	406,791	442,602	426,597	427,340	445,096	394,522	444,826	404,920	417,083
2b.	Total bills adjusted	1,295	1,014	1,143	1,319	1,436	1,258	1,733	2,290	1,266	1,247	1,066	759
3	Telephone Answer Response												
3a.	Total incoming calls received	55,545	48,262	51,950	48,967	50,464	48,482	48,789	58,558	47,018	65,780	52,499	44,388
3b.	Percent of calls answered	97.88%	98.95%	99.07%	99.21%	98.69%	99.07%	98.93%	97.85%	98.07%	97.77%	97.55%	99.09%
3c.	Total incoming calls requesting a representative	53,234	47,152	50,818	48,056	49,019	47,488	47,614	56,281	45,438	62,882	49,611	43,492
3d.	Percent of calls answered by a rep. within 30 secs.	85.84%	82.71%	86.60%	91.24%	82.75%	85.35%	85.02%	81.13%	79.63%	85.76%	78.01%	86.14%
4	Non-Emergency Service Response Time												
4a.	Service/meter work orders received	345	389	374	362	396	391	367	486	313	566	374	331
4b.	Days to complete all svc/mtr jobs	1,688	2,223	2,253	1,906	1,918	1,899	2,269	2,368	1,566	2,691	2,144	2,794
4c.	Avg. days to complete all svc/mtr jobs	4.9	5.7	6.0	5.3	4.8	4.9	6.2	4.9	5.0	4.8	5.7	8.4
4d.	Street light work orders received ¹	438	336	517	460	298	265	209	309	265	516	361	897
4e.	Days to complete all street light jobs ¹	467	313	510	464	294	271	229	351	247	465	385	861
4f.	Avg. days to complete all street light jobs ¹	1	1	1	1	1	1	1	1	1	1	1	1
4g.	Tree trimming work orders received ¹	441	534	213	213	815	266	363	402	212	112	553	903
4h.	Days to complete all tree trimming jobs ¹	11,791	71,664	1,905	3,891	15,885	2,713	4,649	3,809	4,115	3,791	15,687	39,149
4i.	Avg. days to complete all tree trimming jobs ¹	27	134	9	18	20	10	13	10	19	34	28	43
5	Estimated Readings												
5a.	Total meters scheduled to be read	351,945	353,938	352,192	354,809	353,097	354,934	352,998	354,776	353,452	355,921	353,941	355,862
5b.	Total estimated readings made	8,999	10,114	8,686	10,385	9,313	11,020	10,237	12,681	15,644	14,840	12,930	18,908
5c.	Percent of meters estimated	2.6%	2.9%	2.5%	2.9%	2.6%	3.1%	2.9%	3.6%	4.4%	4.2%	3.7%	5.3%
6	Consumer Complaints to the PSC												
6a.	YTD Complaint per 100,000 customers	0.3	0.5	0.4	0.4	0.5	0.4	0.4	0.4	0.4	0.4	0.4	0.4
7	Customer Satisfaction												
7a.	Percent of customers satisfied	na											
7b.	New Contact Satisfaction Survey	89.2%	89.5%	90.7%	90.2%	91.5%	91.5%	93.0%	88.3%	89.5%	90.8%	91.4%	91.8%

Company Name **ROCHESTER GAS AND ELECTRIC CORP.**

ITEM	INDICATOR	Jan-13	Feb-13	Mar-13	Apr-13	May-13	Jun-13	Jul-13	Aug-13	Sep-13	Oct-13	Nov-13	Dec-13
1	Appointments												
1a.	Appointments made	1,386	1,332	1,275	1,868	6,595	7,271	8656	8,069	8,538	11,144	9,412	6,489
1b.	Appointments kept	1,384	1,332	1,275	1,868	6,595	7,259	8620	8,063	8,532	11,137	9,410	6,483
2	Adjusted Bills												
2a.	Total bills issued	446,277	396,382	437,386	423,260	426,986	412,851	444,803	430,842	415,577	451,874	381,576	442,847
2b.	Total bills adjusted	1,012	957	1,290	1,984	1,732	1,473	1,740	1,704	1,638	1,809	1,230	1,231
3	Telephone Answer Response												
3a.	Total incoming calls received	52,066	46,835	49,482	52,490	54,475	52,161	65,365	60,174	51,818	54,358	54,485	47,533
3b.	Percent of calls answered	98.19%	98.29%	97.73%	98.99%	98.94%	98.36%	93.63%	94.67%	98.25%	98.54%	97.25%	94.84%
3c.	Total incoming calls requesting a representative	50,465	45,325	47,561	51,251	53,237	50,580	59,283	56,008	50,163	52,886	51,810	43,694
3d.	Percent of calls answered by a rep. within 30 secs.	79.89%	75.97%	72.89%	82.91%	85.96%	79.66%	77.16%	78.00%	84.96%	85.98%	82.48%	72.46%
4	Non-Emergency Service Response Time												
4a.	Service/meter work orders received	379	618	318	330	366	352	387	440	383	422	263	302
4b.	Days to complete all svc/mtr jobs	2,422	1,425	1,123	1,056	1,017	1,133	1416	1,606	1,685	2,196	1,852	1,789
4c.	Avg. days to complete all svc/mtr jobs	6.4	2.3	3.5	3.2	2.8	3.2	3.7	3.6	4.4	5.2	7.0	5.9
4d.	Street light work orders received ¹	510	406	219	305	240	233	193	214	277	217	137	157
4e.	Days to complete all street light jobs ¹	463	282	190	290	195	193	194	153	224	171	105	134
4f.	Avg. days to complete all street light jobs ¹	1	1	1	1	1	1	1	1	1	1	1	1
4g.	Tree trimming work orders received ¹	808	23	443	116	167	119	406	184	142	15	8	39
4h.	Days to complete all tree trimming jobs ¹	56,070	1,368	13,146	2,296	18,916	1,979	12565	7,321	4,809	349	211	1,666
4i.	Avg. days to complete all tree trimming jobs ¹	69	60	30	20	113	17	31	40	34	23	26	43
5	Estimated Readings												
5a.	Total meters scheduled to be read	354,089	355,867	354,338	356,706	355,118	356,715	355,224	357,282	355,509	357,620	355,779	357,504
5b.	Total estimated readings made	14,818	17,398	13,334	15,022	12,517	16,373	13,543	14,514	15,341	14,789	15,301	18,063
5c.	Percent of meters estimated	4.2%	4.9%	3.8%	4.2%	3.5%	4.6%	3.8%	4.1%	4.3%	4.1%	4.3%	5.1%
6	Consumer Complaints to the PSC												
6a.	YTD Complaint per 100,000 customers	0.8	0.8	0.6	0.4	0.4	0.4	0.4	0.4	0.5	0.5	0.5	0.5
7	Customer Satisfaction												
7a.	Percent of customers satisfied	na											
7b.	New Contact Satisfaction Survey	89.5%	90.7%	90.5%	91.0%	90.5%	89.8%	89.0%	92.3%	90.3%	88.5%	89.0%	91.2%

Company Name ROCHESTER GAS AND ELECTRIC CORP.

ITEM	INDICATOR	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14	Sep-14	Oct-14	Nov-14	Dec-14
1	Appointments												
1a.	Appointments made	7,322	6,057	7,078	10,573	8,723	9,035	8457	11,949	9,775	11,006	9,670	7,939
1b.	Appointments kept	7,318	6,053	7,078	10,572	8,717	9,034	8456	11,949	9,773	11,004	9,667	7,939
2	Adjusted Bills												
2a.	Total bills issued	456,390	384,703	443,150	428,074	429,098	429,797	433,956	430,959	432,740	458,018	365,054	459,082
2b.	Total bills adjusted	1,351	1,673	1,330	1,934	2,192	3,806	1,873	1,737	2,037	2,894	3,304	5,210
3	Telephone Answer Response												
3a.	Total incoming calls received	51,861	49,370	54,417	52,681	53,875	58,882	59,832	55,061	54,556	56,970	44,740	51,561
3b.	Percent of calls answered	96.32%	97.02%	97.74%	98.77%	98.77%	95.98%	97.32%	97.41%	98.00%	99.30%	98.79%	98.65%
3c.	Total incoming calls requesting a representative	48,767	46,868	52,171	51,258	52,309	54,751	56,611	52,216	52,265	55,772	43,446	50,113
3d.	Percent of calls answered by a rep. within 30 secs.	72.87%	76.82%	78.43%	87.74%	85.74%	79.64%	81.15%	80.81%	85.33%	89.40%	87.95%	85.44%
4	Non-Emergency Service Response Time												
4a.	Service/meter work orders completed	307	250	255	404	405	469	454	510	521	614	448	363
4b.	Days to complete all svc/mtr jobs	1,474	1,239	663	1,612	1,673	1,764	1,808	2,662	2,606	3,157	3,004	4,091
4c.	Avg. days to complete all svc/mtr jobs	4.8	5.0	2.6	4.0	4.1	3.8	4.0	5.2	5.0	5.1	6.7	11.3
4d.	Street light work orders completed	168	235	190	305	209	165	115	17	178	124	548	326
4e.	Days to complete all street light jobs	142	373	458	1,398	1,242	459	290	34	955	569	3,004	1,451
4f.	Avg. days to complete all street light jobs	1	2	2	5	6	3	3	2	5	5	6	5
4g.	Tree trimming work orders completed	12	2	2	270	145	321	806	272	103	273	175	37
4h.	Days to complete all tree trimming jobs	256	85	137	10,814	3,136	9,098	11,183	1,233	1,411	6,990	3,755	1,388
4i.	Avg. days to complete all tree trimming jobs	21	43	69	40	22	28	14	5	14	26	22	38
5	Estimated Readings												
5a.	Total meters scheduled to be read	355,705	357,614	356,293	358,228	356,995	358,415	356,886	358,648	357,280	359,180	357,891	359,214
5b.	Total estimated readings made	22,024	24,664	24,697	15,127	11,939	18,419	24,973	18,088	18,281	19,089	18,232	18,602
5c.	Percent of meters estimated	6.2%	6.9%	6.9%	4.2%	3.3%	5.1%	7.0%	5.0%	5.1%	5.3%	5.1%	5.2%
6	Consumer Complaints to the PSC												
6a.	YTD Compliant per 100,000 customers	0.5	0.4	0.4	0.5	0.5	0.6	0.7	0.7	0.7	0.6	0.6	0.6
7	Customer Satisfaction												
7a.	Percent of customers satisfied	na											
7b.	New Contact Satisfaction Survey	92.7%	91.0%	86.2%	83.3%	87.8%	84.7%	88.3%	90.9%	91.0%	90.9%	87.6%	91.0%

Company Name **ROCHESTER GAS AND ELECTRIC CORP.**

ITEM	INDICATOR	Jan-15	Feb-15	Mar-15	Apr-15	May-15	Jun-15	Jul-15	Aug-15	Sep-15	Oct-15	Nov-15	Dec-15
1	Appointments												
1a.	Appointments made	6,241	7,814	5,743	1,070	943	1,131	977	970	1,115	886	826	1,332
1b.	Appointments kept	6,240	7,812	5,740	1,068	938	1,128	969	969	1,110	885	823	1,332
1c.	Percent of appointments missed	0.02%	0.03%	0.05%	0.19%	0.53%	0.27%	0.82%	0.10%	0.45%	0.11%	0.36%	0.00%
2	Adjusted Bills												
2a.	Total bills issued	439,036	395,682	453,101	425,273	415,313	449,772	435,043	431,778	432,823	440,970	385,707	467,253
2b.	Total bills adjusted	2,384	1,601	1,416	1,743	2,041	2,316	2,000	1,321	1,694	1,513	1,530	1,195
2c.	Percent of bills adjusted	0.54%	0.40%	0.31%	0.41%	0.49%	0.51%	0.46%	0.31%	0.39%	0.34%	0.40%	0.26%
3	Telephone Answer Response												
3a.	Total incoming calls received	51,419	48,028	54,193	51,225	49,947	59,994	53,705	52,231	50,890	53,492	46,044	51,678
3b.	Percent of calls answered	97.54%	99.01%	98.97%	99.11%	98.38%	96.42%	98.93%	98.40%	98.59%	98.64%	97.47%	95.17%
3c.	Total incoming calls requesting a representative	49,363	46,868	52,848	49,998	48,173	56,203	52,278	50,544	49,306	51,895	44,135	48,147
3d.	Percent of calls answered by a rep. within 30 secs.	79.58%	88.91%	88.18%	88.14%	82.06%	73.34%	82.63%	82.86%	78.53%	79.59%	80.00%	68.66%
4	Non-Emergency Service Response Time												
4a.	Service/meter work orders completed	324	185	238	392	314	372	524	515	486	609	509	535
4b.	Days to complete all svc/mtr jobs	2,773	1,214	983	2,038	1,754	2,166	3,154	2,546	2,045	2,620	1,813	1,812
4c.	Avg. days to complete all svc/mtr jobs	8.6	6.6	4.1	5.2	5.6	5.8	6.0	4.9	4.2	4.3	3.6	3.4
4d.	Street light work orders completed	146	17	38	66	15	125	562	289	280	552	476	434
4e.	Days to complete all street light jobs	498	36	303	352	48	597	5,446	1,511	937	1,630	1,561	1,278
4f.	Avg. days to complete all street light jobs	3.4	2.1	8.0	5.3	3.2	4.8	9.7	5.2	3.3	3.0	3.3	2.9
4g.	Tree trimming work orders completed	113	40	88	107	171	333	163	136	177	145	45	84
4h.	Days to complete all tree trimming jobs	1,396	878	2,542	970	1,291	1,804	1,402	1,797	3,235	3,584	2,449	5,055
4i.	Avg. days to complete all tree trimming jobs	12.4	22.0	28.9	9.1	7.5	5.4	8.6	13.2	18.3	24.7	54.4	60.2
5	Estimated Readings												
5a.	Total meters scheduled to be read	358,084	360,179	358,542	361,199	404,206	407,690	404,090	407,976	404,709	408,692	405,220	405,693
5b.	Total estimated readings made	29,515	95,015	34,722	13,892	35,674	6,040	19,854	15,330	21,239	26,332	8,642	10,975
5c.	Percent of meters estimated	8.2%	26.4%	9.7%	3.8%	8.8%	1.5%	4.9%	3.8%	5.2%	6.4%	2.1%	2.7%
5d.	Percent of automated meters*			0.19%	0.19%	0.19%	0.19%	0.19%	0.19%	0.19%	0.19%	0.19%	0.19%
6	Consumer Complaints to the PSC												
6a.	Complaint per 100,000 customers	0.49	0.73	1.70	0.97	0.24	0.97	0.49	1.46	0.73	0.73	1.22	0.24
6b.	SRS complaints	2	3	7	4	1	4	2	6	3	3	5	1
6c.	Number of customers	410,982	410,982	410,982	410,982	410,982	410,982	410,982	410,982	410,982	410,982	410,982	410,982
7	Customer Satisfaction												
7a.	Percent of customers satisfied	na											
7b.	New Contact Satisfaction Survey	87.8%	88.7%	89.0%	91.2%	90.3%	90.5%	88.6%	92.0%	88.9%	88.3%	89.0%	90.9%

*Please note, while this data is provided, the automated meters reads is not part of the calculation.