

PSC Cases 23-G-0225/23-G-0226
Keyspan Gas East Corporation d/b/a National Grid
The Brooklyn Union Gas Company d/b/a National Grid NY
Customer Service Performance Indicators Metrics Report
For Calendar Year 2024

Summary
Sheet 1

		2024	ACTUAL YTD RESULTS THROUGH	
	TARGET	ANNUAL NEGATIVE REVENUE ADJUSTMENT	12/31/2024	Penalty Incurred
<u>KEDNY Service Quality Metrics:</u>				
<u>1. Annual PSC Complaint Rate</u>				
Rate Interval (per 100K customers)				
	< 1.00	0 BP	0.3	\$0
	≥ 1.00	5 BP		
	≥ 1.60	8 BP		
	≥ 2.20	10 BP		
<u>2. Residential Customer Satisfaction Survey</u>				
Customer Satisfaction Index				
	> 86.7%	0 BP	92.4%	\$0
	≤ 86.7%	5 BP		
	≤ 83.1%	8 BP		
	≤ 79.7%	10 BP		
<u>3. Adjusted Customer Bills</u>				
Percent Net Adjusted Bills				
	< 0.62%	0 BP	0.40%	\$0
	≥ 0.62%	5 BP		
	≥ 0.82%	8 BP		
	≥ 1.02%	10 BP		
<u>4. Telephone Answer Response</u>				
Percent Calls Answered within 30 Seconds				
	> 60.6%	0 BP	71.8%	\$0
	≤ 60.6%	5 BP		
	≤ 57.6%	8 BP		
	≤ 54.6%	10 BP		
Total Negative Revenue Adjustment				\$ -

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Summary
Sheet 2

		2024	ACTUAL YTD RESULTS THROUGH 12/31/2024	Penalty Incurred
	TARGET	ANNUAL NEGATIVE REVENUE ADJUSTMENT		
<u>KEDLI Service Quality Metrics:</u>				
<u>1. Annual PSC Complaint Rate</u>				
<u>Rate Interval (per 100K customers)</u>				
	< 1.00	0 BP	0.3	\$0
	≥ 1.00	5 BP		
	≥ 1.60	8 BP		
	≥ 2.20	10 BP		
<u>2. Residential Customer Satisfaction Survey</u>				
<u>Customer Satisfaction Index</u>				
	> 85.1%	0 BP	91.8%	\$0
	≤ 85.1%	5 BP		
	≤ 81.7%	8 BP		
	≤ 78.3%	10 BP		
<u>3. Adjusted Customer Bills</u>				
<u>Percent Net Adjusted Bills</u>				
	< 0.62%	0 BP	0.16%	\$0
	≥ 0.62%	5 BP		
	≥ 0.82%	8 BP		
	≥ 1.02%	10 BP		
<u>4. Telephone Answer Response</u>				
<u>Percent Calls Answered within 30 Seconds</u>				
	> 62.2%	0 BP	80.6%	\$0
	≤ 62.2%	5 BP		
	≤ 59.2%	8 BP		
	≤ 56.2%	10 BP		
Total Negative Revenue Adjustment				\$ -

<u>KEDNY (The Brooklyn Union Gas Company):</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		0.16	0.16	0.16	0.08	0.31	0.16	0.16	0.47	0.55	0.55	0.39	0.78	0.3
2. Residential Customer Satisfaction Survey		92.6%	86.7%	93.3%	93.5%	92.9%	96.6%	91.1%	92.2%	92.8%	95.9%	90.8%	90.5%	92.4%
3. Adjusted Customer Bills		0.28%	0.30%	0.35%	0.31%	0.29%	0.19%	2.17%	0.21%	0.20%	0.16%	0.18%	0.15%	0.40%
4. Percent Calls Answered within 30 Seconds		78.3%	76.7%	84.9%	87.8%	73.8%	89.4%	75.3%	70.0%	64.7%	72.3%	42.9%	46.0%	71.8%
<u>KEDLI (KeySpan Gas East Corporation):</u>														
1. Annual PSC Complaint Rate		0.00	0.00	0.32	0.00	0.00	0.16	0.16	0.80	0.16	0.32	0.48	0.80	0.3
2. Residential Customer Satisfaction Survey		93.2%	91.1%	92.4%	92.5%	91.2%	90.6%	95.9%	91.2%	92.6%	92.6%	89.2%	88.6%	91.8%
3. Adjusted Customer Bills		0.10%	0.09%	0.10%	0.13%	0.16%	0.20%	0.20%	0.20%	0.21%	0.21%	0.15%	0.11%	0.16%
4. Percent Calls Answered within 30 Seconds		79.1%	79.5%	85.0%	75.7%	78.1%	81.7%	92.7%	84.7%	83.1%	84.0%	70.6%	72.8%	80.6%