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May 6, 2024

**VIA ELECTRONIC MAIL**

Honorable Michelle L. Phillips  
Secretary  
State of New York Public Service Commission  
Three Empire State Plaza  
Albany, NY 12223-1350

Re: Cases 22-E-0317 al. – New York State Electric & Gas Corporation’s and Rochester Gas and Electric Corporation’s Electric and Gas Rate Plans – Customer Service Performance Metric Petition

**Petition for Exemption**

Dear Secretary Phillips:

Pursuant to the terms of Appendix P (Customer Service Provisions) to the Joint Proposal approved in the Order Adopting Joint Proposal, issued October 12, 2023 in Cases 22-E-0317 et al. (the “2023 Joint Proposal”), New York State Electric & Gas Corporation (“NYSEG” or the “Company”) hereby petition the State of New York Public Service Commission (the “Commission”) to approve exemption of certain events from the Percent of Estimated Bills metric portion of the Company’s Customer Service Performance Indicators (“CSPI”) during January 2024. Specifically, the Company requests authorization to exclude the events outside of the Company’s control as defined in Appendix P.I of the 2023 Joint Proposal occurring during the period January 10, 2024 through January 24, 2024. As more particularly explained below, during this period, severe weather created abnormal operating conditions that affected NYSEG’s ability to safely perform meter reading activities measured by the Percent Estimated Bills metric in NYSEG’s CSPI.

**Background**

Appendix P of the 2023 Joint Proposal sets forth the CSPI specific metrics, targets and potential associated negative revenue adjustments (“NRAs”) as well as the reporting requirements associated with the NYSEG and Rochester Gas and Electric Corporation. The 2023 Joint Proposal states that performance is measured on a calendar year basis and, if NYSEG fails to meet any of the established reliability performance targets during any



calendar year, it would be subject to the associated NRAs established in the 2023 Joint Proposal.<sup>1</sup>

Appendix P.I to the 2023 Joint Proposal permits the Companies to seek exclusion of events outside of the Company’s control that could adversely affect the Company’s ability to meet the established customer service performance measure targets. The 2023 Joint Proposal provides:

Exclusions - Abnormal operating conditions, including during any period of catastrophe, strike, natural disaster, major storm, or other unusual event or circumstance not in the Companies’ control affecting more than ten percent of the customers in an operating area. A “major storm” will have the same definition as set forth in 16 NYCRR Part 97. In the event abnormal operating conditions affect the Companies’ ability to perform any activity that is measured by the below Customer Service Performance Indicators (“CSPI”) metrics, NYSEG and RG&E may petition for exclusion of the performance data associated with such an event. The petition shall include justification for the exclusion, as well as a detailed analysis of the Companies’ performance prior to and subsequent to the event.

NYSEG addresses below each of the enumerated conditions that must be met for an event to qualify for an exemption from the CSPI metric.

### **Qualifying Event**

As specified in the above provision of the 2023 Joint Proposal, exclusions are defined as abnormal operating conditions, including during any period of catastrophe, strike, natural disaster, major storm, or other unusual event or circumstance not in the Company’s control affecting more than ten percent of the customers in an operating area. During the period January 10, 2024 through January 24, 2024, the Company faced two Major Storms, as that term is defined in 16 NYCRR Part 97. The first Major Storm starting on January 10, 2024, impacted multiple divisions across the Company’s service operating area, with peak outages reaching 70,000 customers throughout NYSEG with 106 internal wire guards on fulltime storm duty focusing their efforts on protecting life and property with 889 total wires down. The most significantly impacted divisions were Lancaster, Auburn, Geneva, Ithaca, as shown in the charts below, all available resources were focused on protecting life and property during this Major Storm event:

<b>Division</b>	<b>Wire Guard Resources</b>	<b>Total Wires Down</b>
<b>Lancaster</b>	107	299
<b>Auburn</b>	39	51
<b>Geneva</b>	28	94

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<sup>1</sup> This provision also applies to RG&E pursuant to the 2023 Joint Proposal. However, the storm impact described in this petition did not impact the RG&E service area in the same manner as NYSEG and did not result in RG&E being unable to conduct meter reading.



Ithaca	13	66
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Division	Total Meter Readers	Meter Readers on WG
Lancaster	21	21
Auburn	8	5
Geneva	11	11
Ithaca	5	3

Additionally, from January 13<sup>th</sup> through January 18<sup>th</sup> a rare bombogenesis (a rapid intensification of a cyclone or low-pressure system) moved over the Lancaster Division leaving over 5-6 feet of snow in parts of the territory. This rare Major Storm Event impacted all 171k customer in our Lancaster division, which is 14% of the total NYSEG customer base. As the extreme weather and conditions impacting the Company's ability to read meters continued throughout the week, our ability to safely travel and read customers' meters were severely restricted due to the heavy volume of snow in the area through January 24, 2024.

#### **Proposed Action**

For the above stated reasons, NYSEG requests that the Commission approve the exclusion of the identified events during the specified periods from the Company's Percent of Estimated Bills metric from the CSPI as listed in Attachments 1 and 2 to this petition. Additionally, as part of such approval, the Company requests that the Commission specifically find that the exclusion exemption from the Percent of Estimated Bills calculation for the CSPI performance includes the major storm events for the following NYSEG divisions and dates and that by approving such exclusion, the identified events should not be included in the calculation of any potential NRA:

- Lancaster – 1/10/2024 – 1/24/2024
- Auburn – 1/11/2024 -1/12/2024
- Geneva - 1/10/2024 – 1/12/2024
- Ithaca – 1/12/24

Please contact the undersigned if you have any questions regarding this petition or the Attachments.

Respectfully submitted,

Amy A. Davis