



Public Service  
Commission

# 2014 – Gas Safety Performance Measures Report

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# Introduction

This annual performance measures report examines the New York State natural gas local distribution companies' (LDCs) performance in three areas pertaining to safety:

- 1) Damage Prevention
- 2) Emergency Response Times
- 3) Leak Management



# Reporting History

This is the twelfth annual performance measures report stemming from a collaborative effort with the LDCs to develop measures by which efforts and performance in maintaining safe gas distribution systems can be monitored.

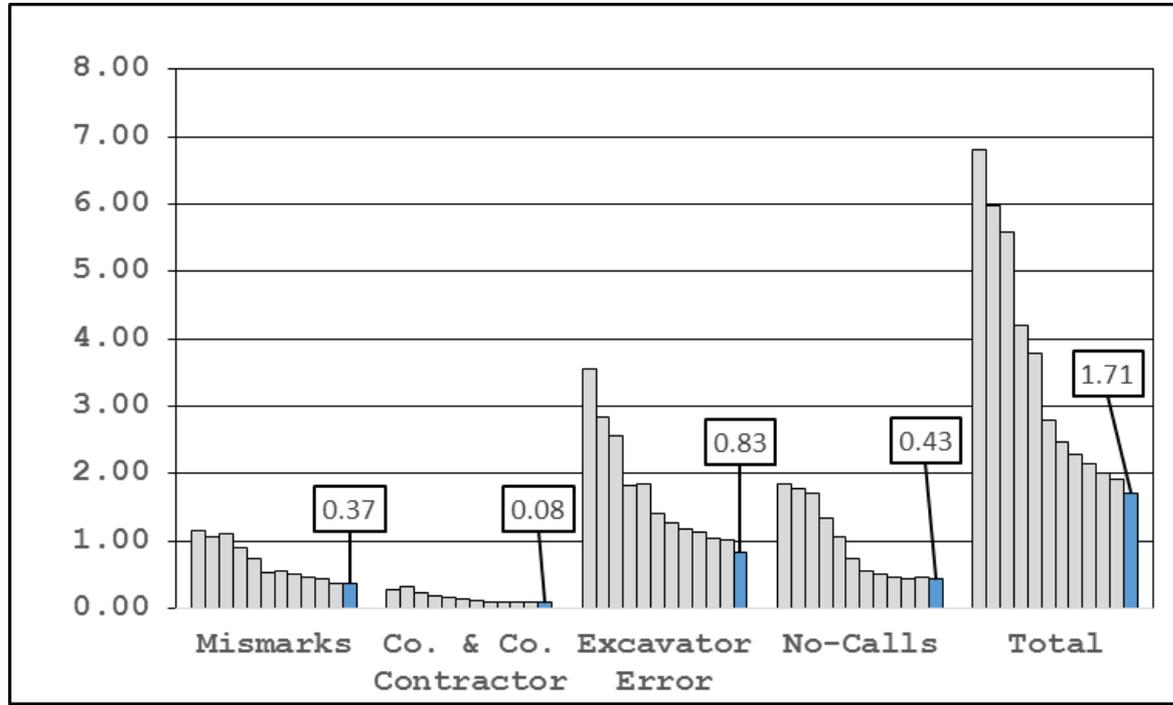
Performance in all measures has all improved significantly since 2003.

# Damage Prevention

- Damage prevention is measured on four sub metrics based on causation
  - Mismarks
  - Utility & its contractor error
  - Third party excavator error
  - No Calls
- Utility specific target performance levels and concomitant financial consequences are set in rate cases

# Damage Prevention

Average  
Statewide  
Damage  
Rate per  
1,000  
One-call  
Tickets

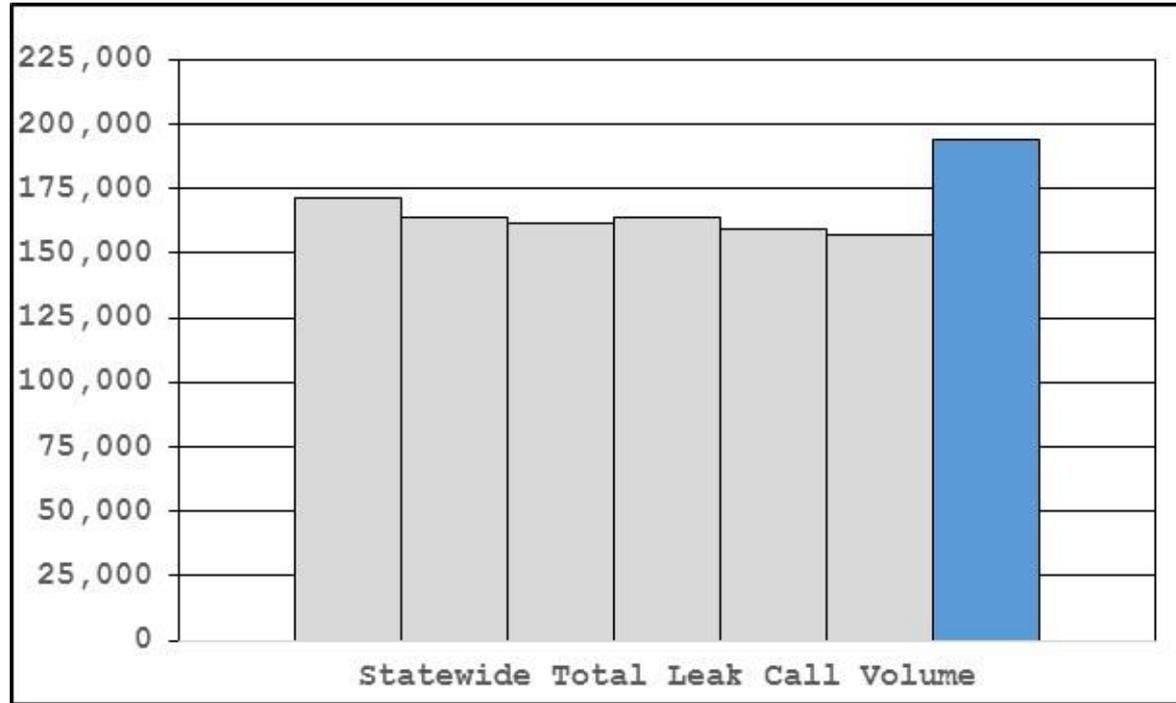


2003 through 2014

# Damage Prevention – Rate Case Targets

- All utilities met the targets set in rate cases except the following:
  - Central Hudson's actual performance was 0.53 per 1,000 one-call tickets for damages due to mismark error. It's rate case target was 0.50. This will result in 4 basis points owed to the customers through a negative revenue adjustment.
  - Orange & Rockland's actual performance was 0.46 per 1,000 one-call tickets for damages due to company and company contractor error. It's rate case target was 0.25. This will result in 3 basis points owed to the customers through a negative revenue adjustment.

# Emergency Call Volume



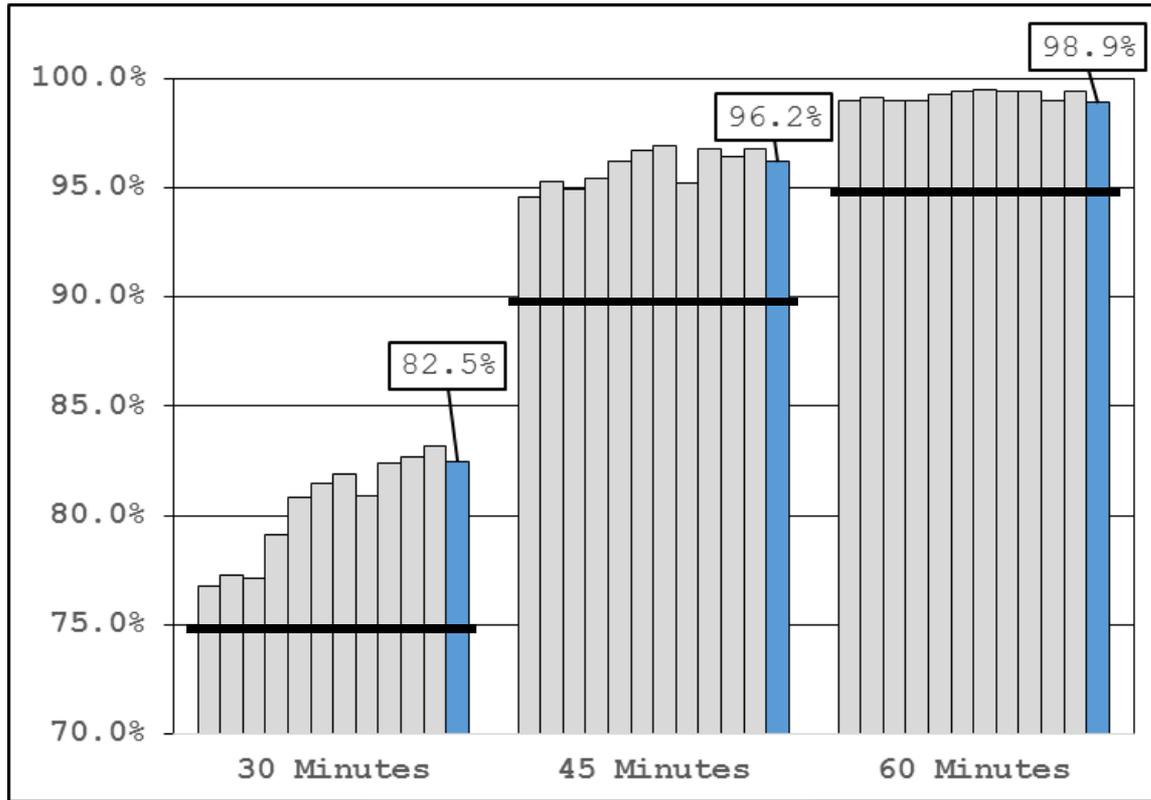
2008 through 2014

# Emergency Response

- Response by utilities to emergency calls is measured in three intervals and each one has a target rate of performance:
  - 75% in 30 minutes
  - 90% in 45 minutes and
  - 95% in 60 minutes

# Emergency Response Times – Continued

Percentage of Statewide Emergency Calls Responded to by the LDC's



2003 through 2014

# Leak Management

Type 1 Leaks – Immediate hazard that must be addressed to protect life and property, continuous action must be taken to eliminate the hazard.

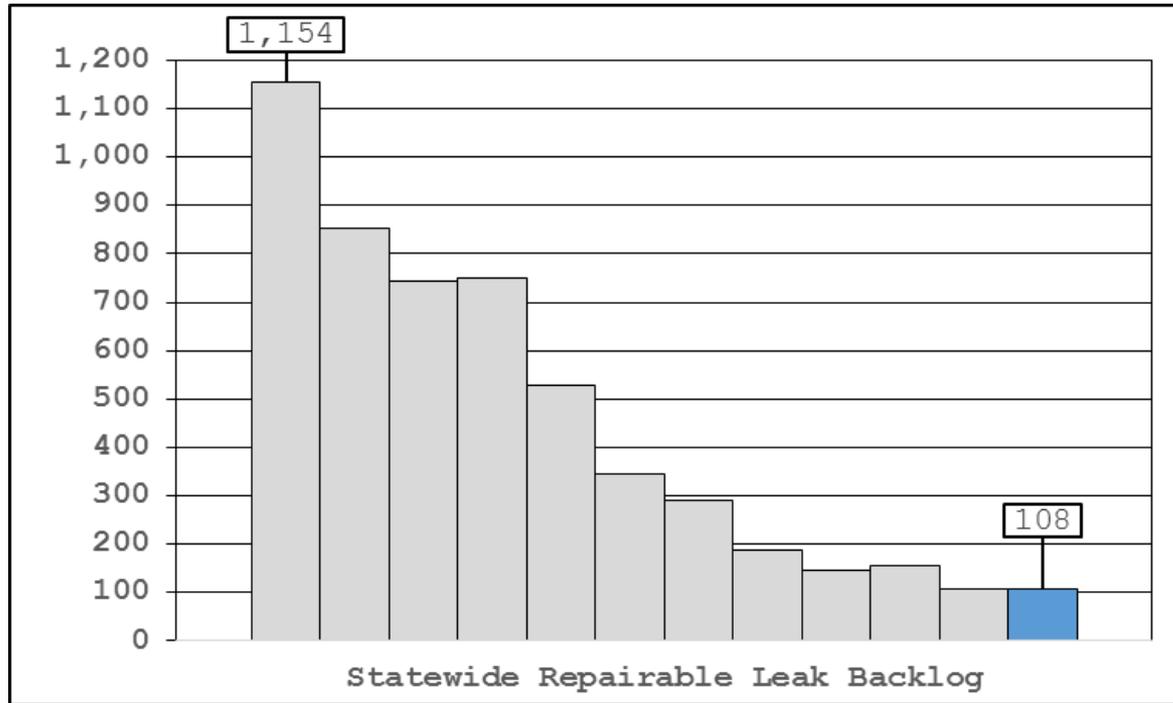
Type 2A Leaks - Monitored every two weeks and repaired within six months.

Type 2 Leaks – Monitored every 2-months and repaired within 1-year.

Type 3 Leaks – Not hazardous, must be surveyed annually, and not required to be repaired.

# Leak Management – Type 1, 2A, and 2

Total  
Number of  
Repairable  
Leaks  
Reported



2003 through 2014

# Follow Up and Self Analysis



The report will be transmitted to an executive-level operating officer of each LDC under a letter by the Director of the Office of Electric, Gas, and Water.

Those LDCs identified will be asked to respond describing action plans to improve performance.

# Questions?

# The End