



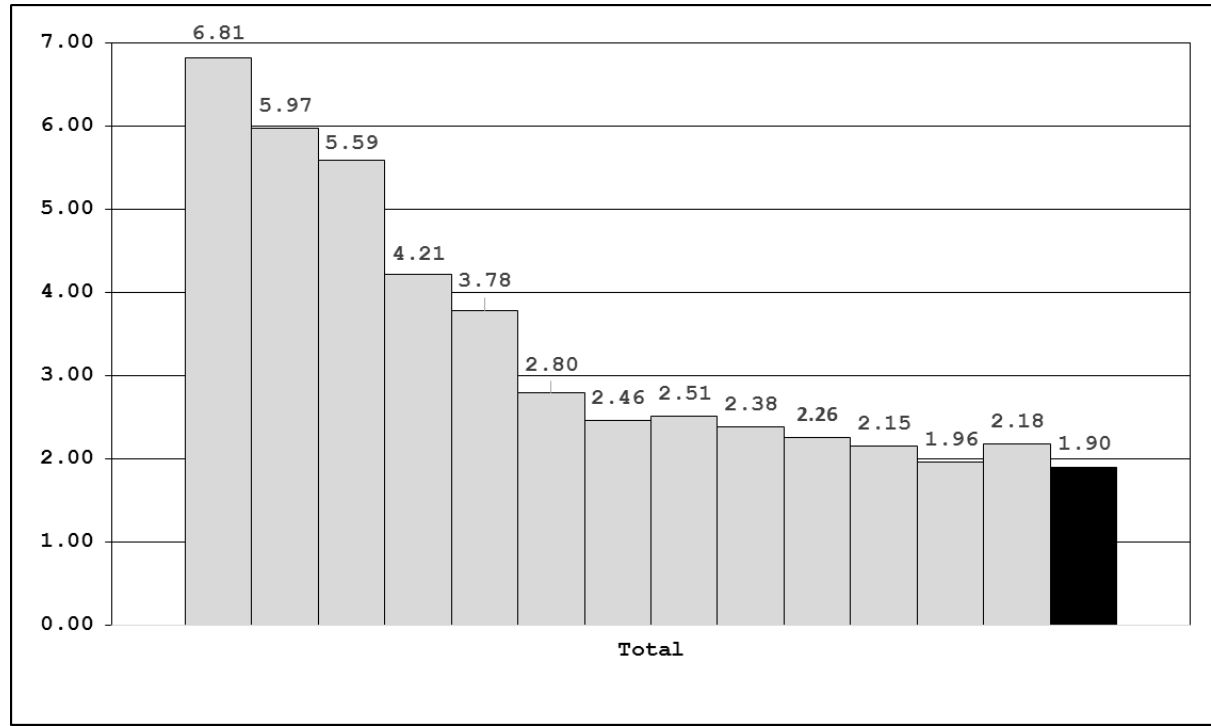
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2016 – Gas Safety Performance Measures Report

Presented By: Michael Pasinella

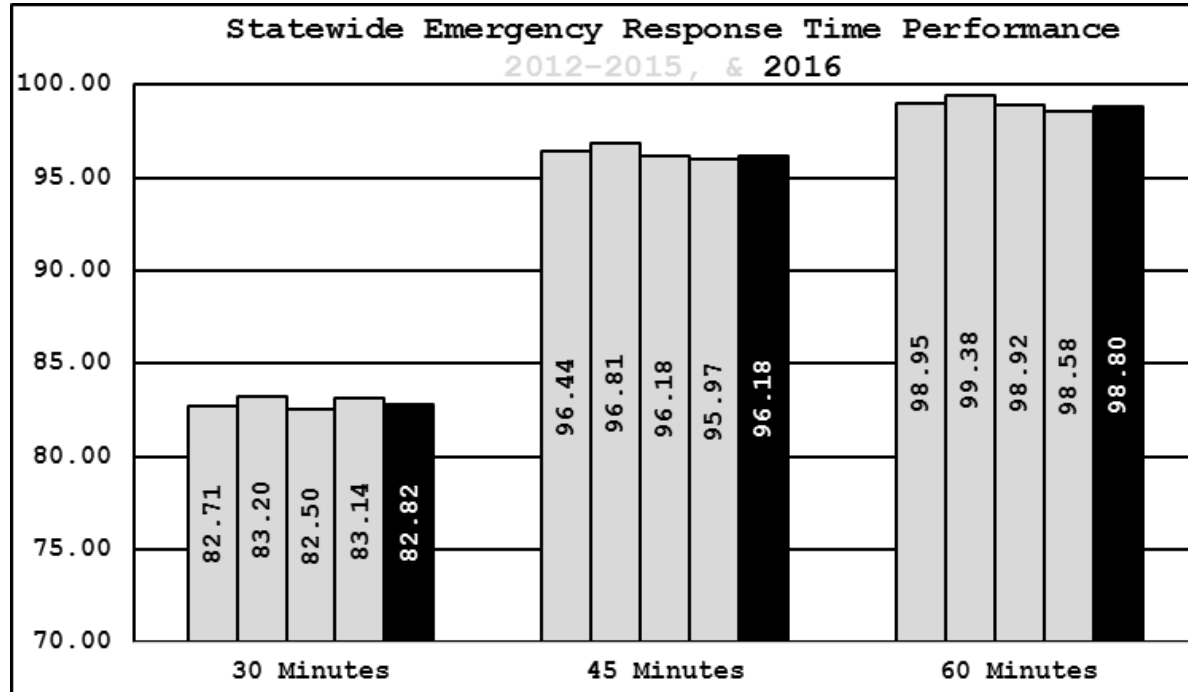
Damage Prevention

Statewide
Total
Damage
Rate per
1,000
One-Call
Tickets



2003 through 2016

Emergency Response



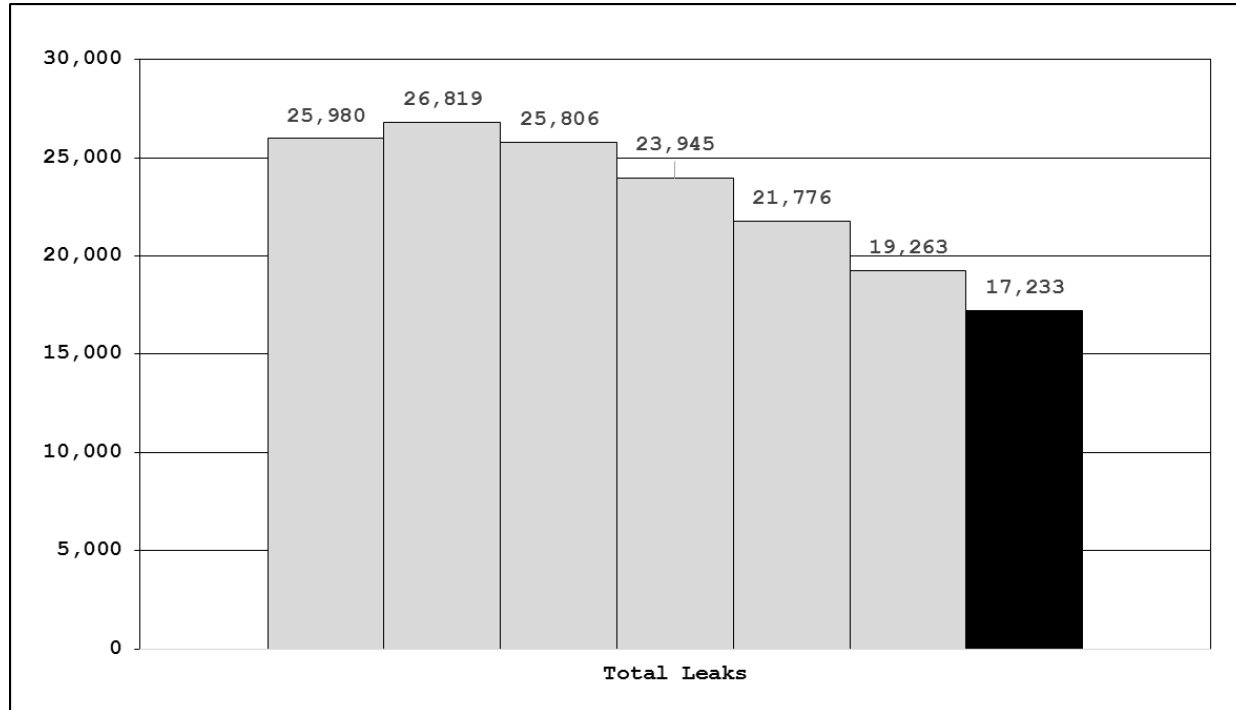
Statewide
Emergency
Response
Times

2012 through 2016



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Leak Management



Statewide
Backlog of
Total Leaks

2010 through 2016



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Compliance with Gas Safety Regulations

- Staff conducts annual audits and investigations of the LDCs.
- Audits include review of record and field activities.
- High risk regulations audited annually.
- Other risk regulations audited on a two to five year basis; not to exceed five years.

Questions?

The End



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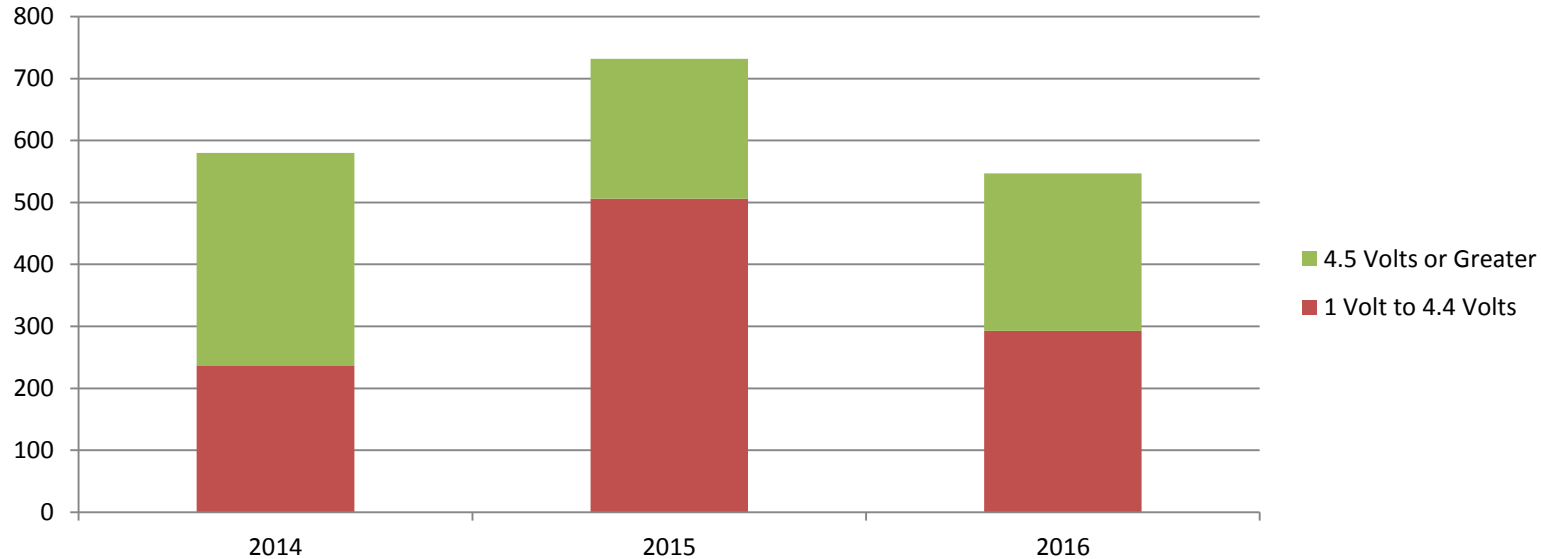
Electric Safety Standards 2016 Performance & Analysis

Background

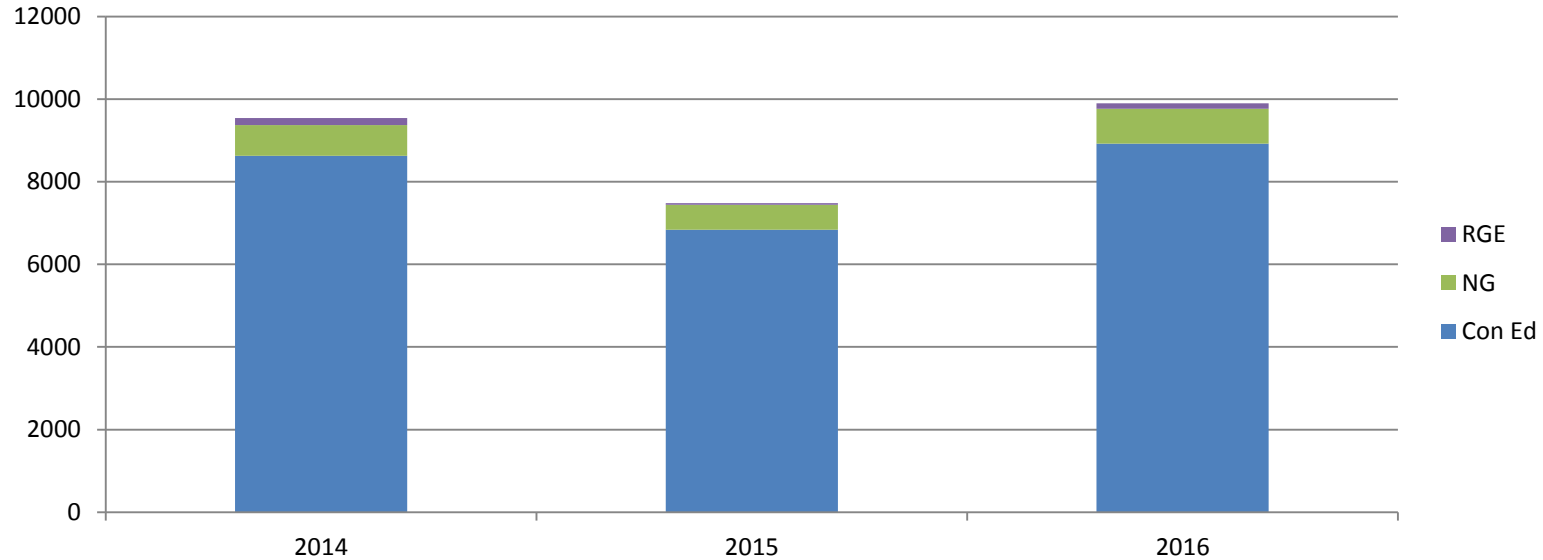
- ❑ Safety Standards
 - Stray Voltage Testing
 - Inspections
 - Adoption of NESC

- ❑ Mobile Testing Requirements

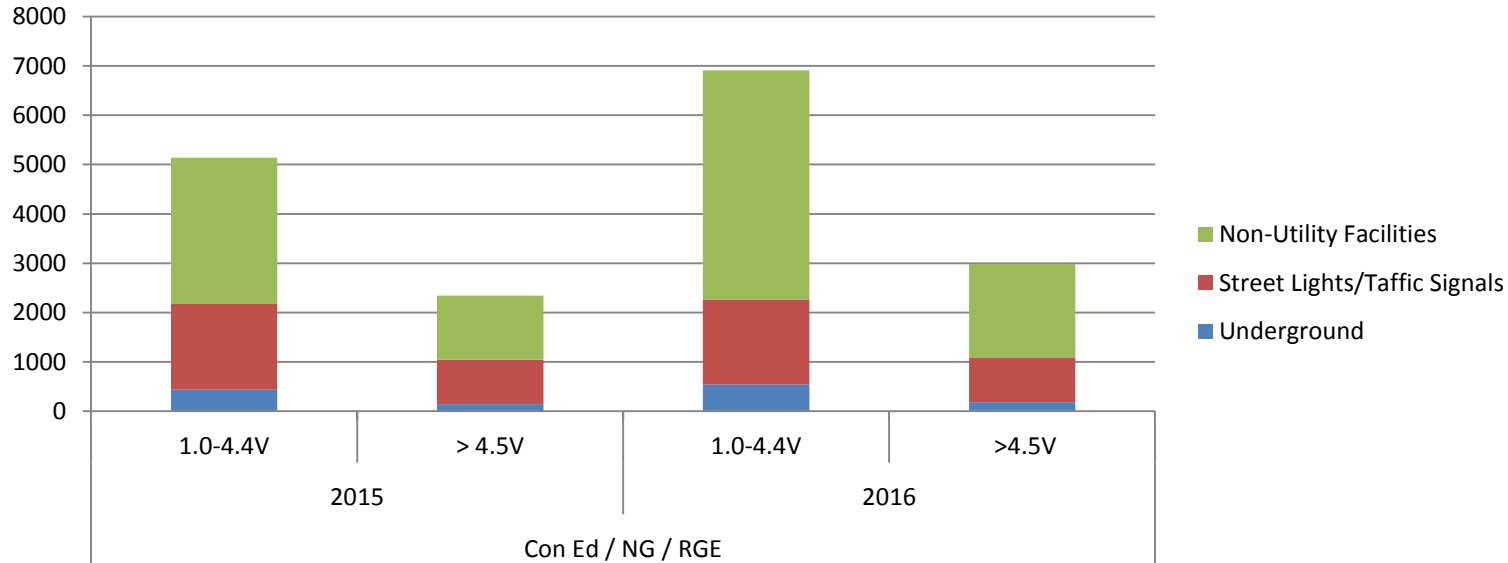
Manual Stray Voltage Testing - Historical Results



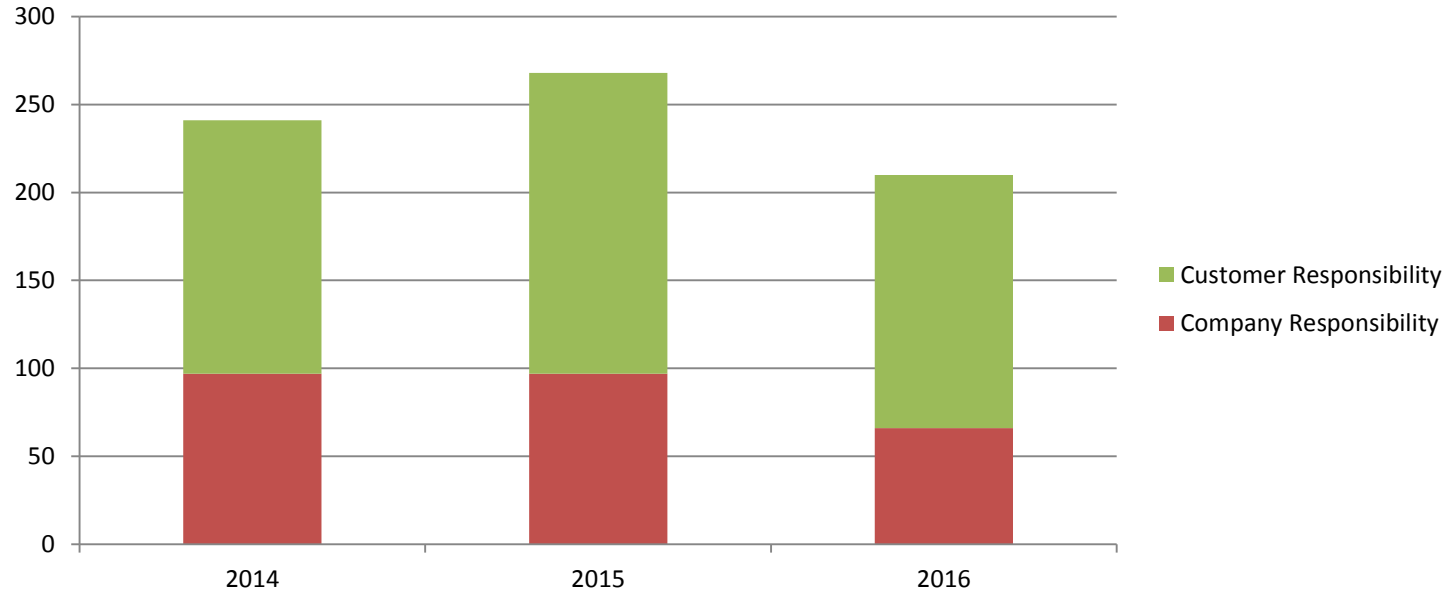
Mobile Stray Voltage Testing - Historical Results



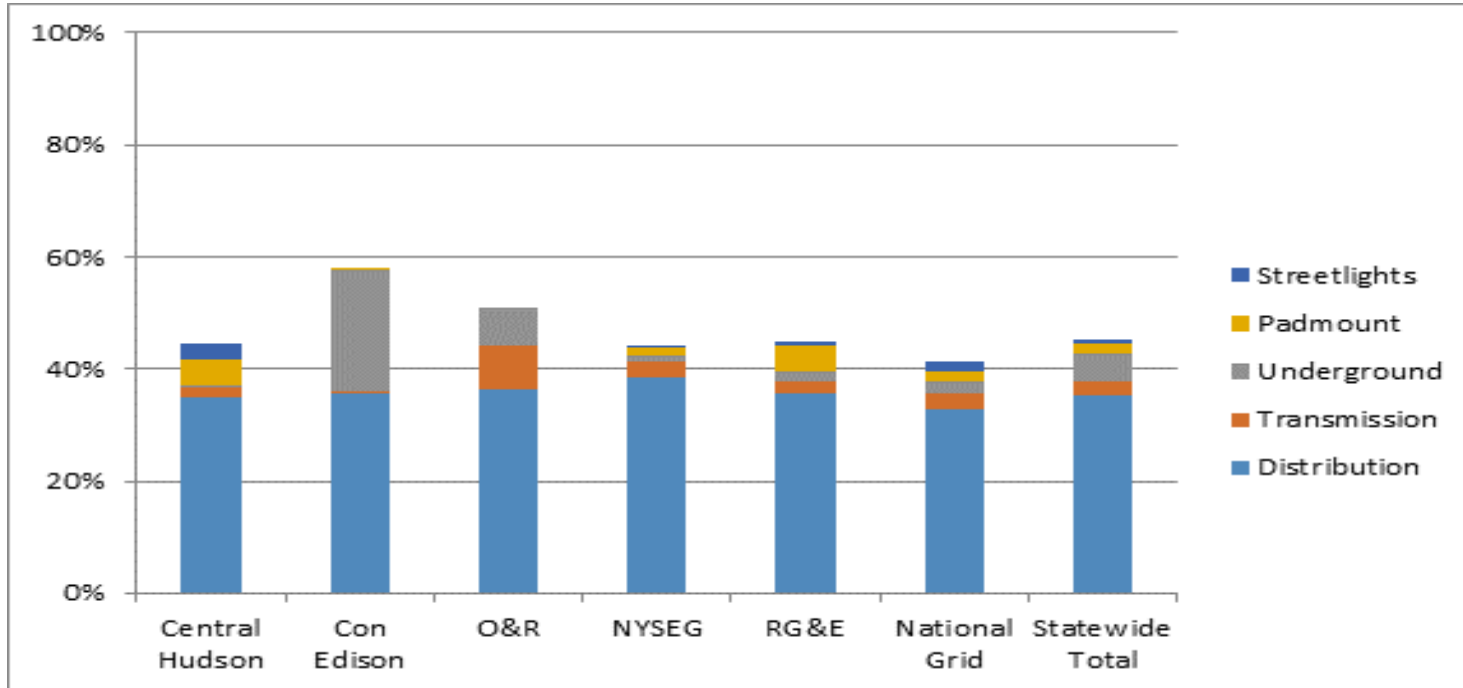
Mobile Stray Voltage Testing Location and Range of Voltage Findings



2016 Summary of Shock Reports



Percent of Visual Inspections Completed Investor-Owned Utilities (Second Year of Third Five-Year Cycle)



Questions?



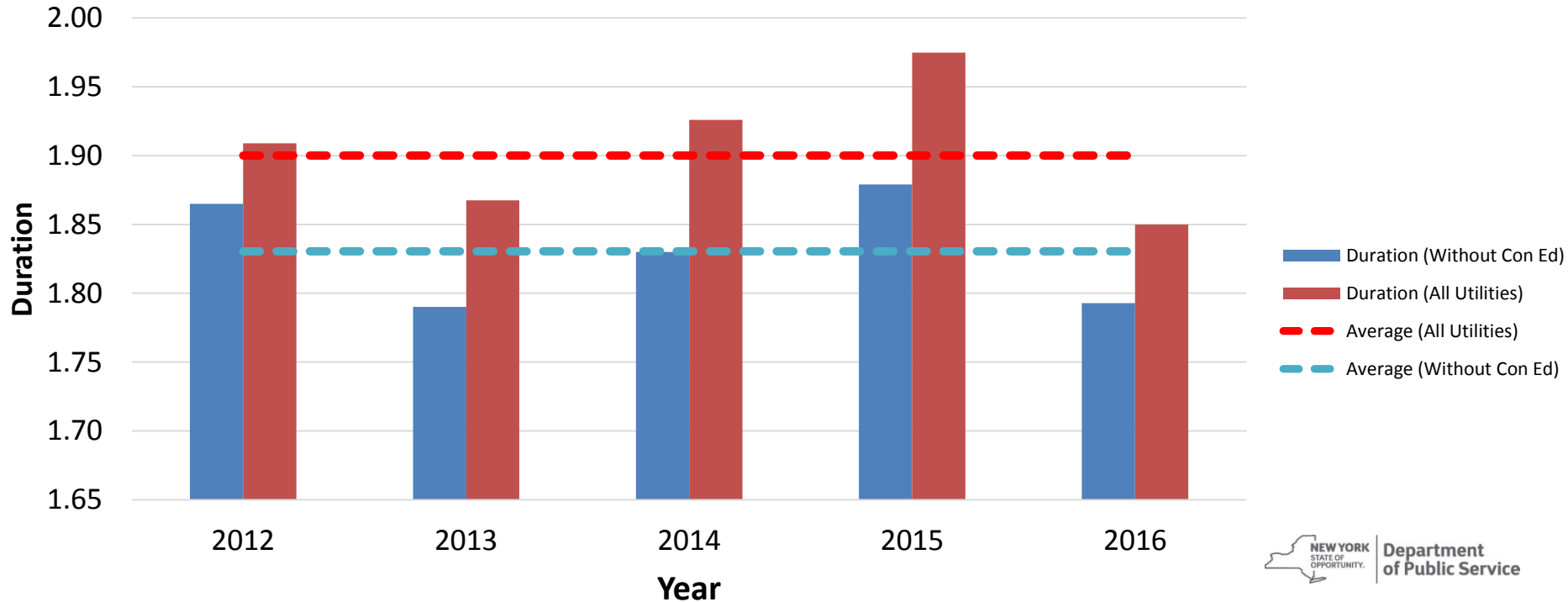
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2016 Electric Reliability

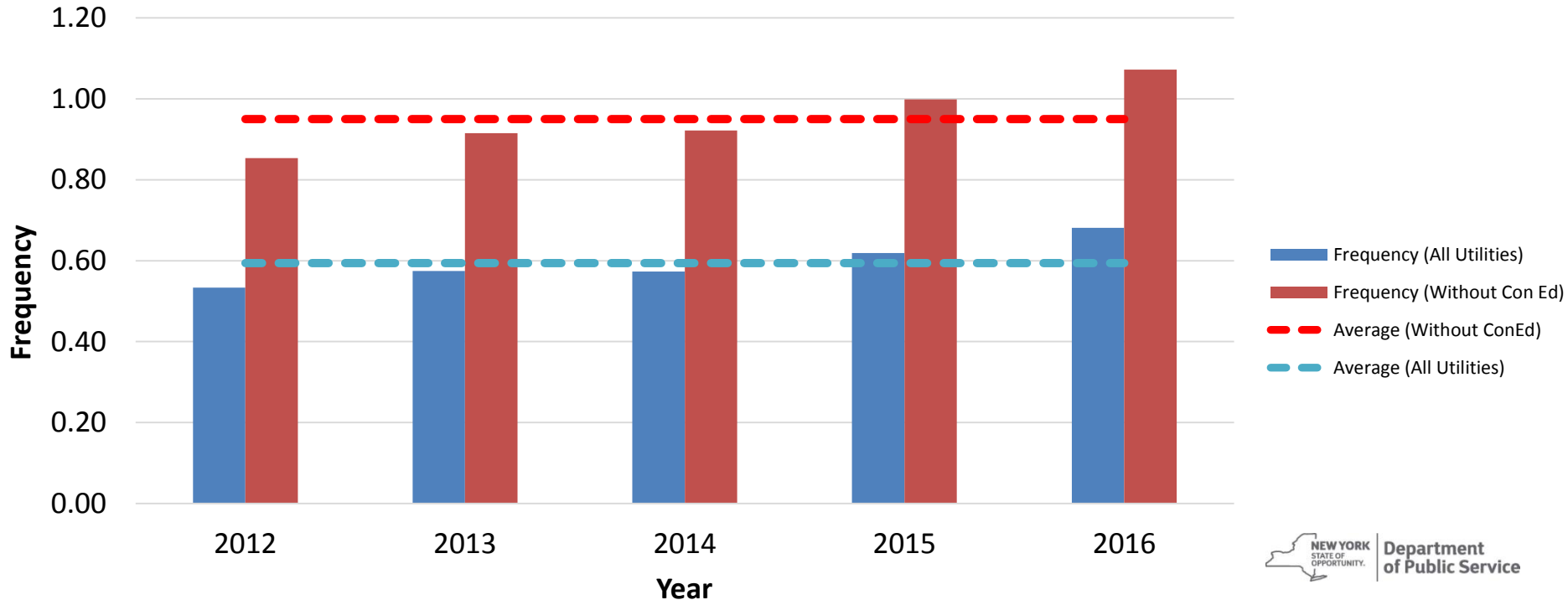
Monitoring Electric Service Reliability:

- Frequency (SAIFI)
- Duration (CAIDI)
- Major Storms (as defined in Part 97)
- Cause Code (tree contacts, equipment failures, accidents, etc.)
- Reliability Performance Mechanism (RPM)

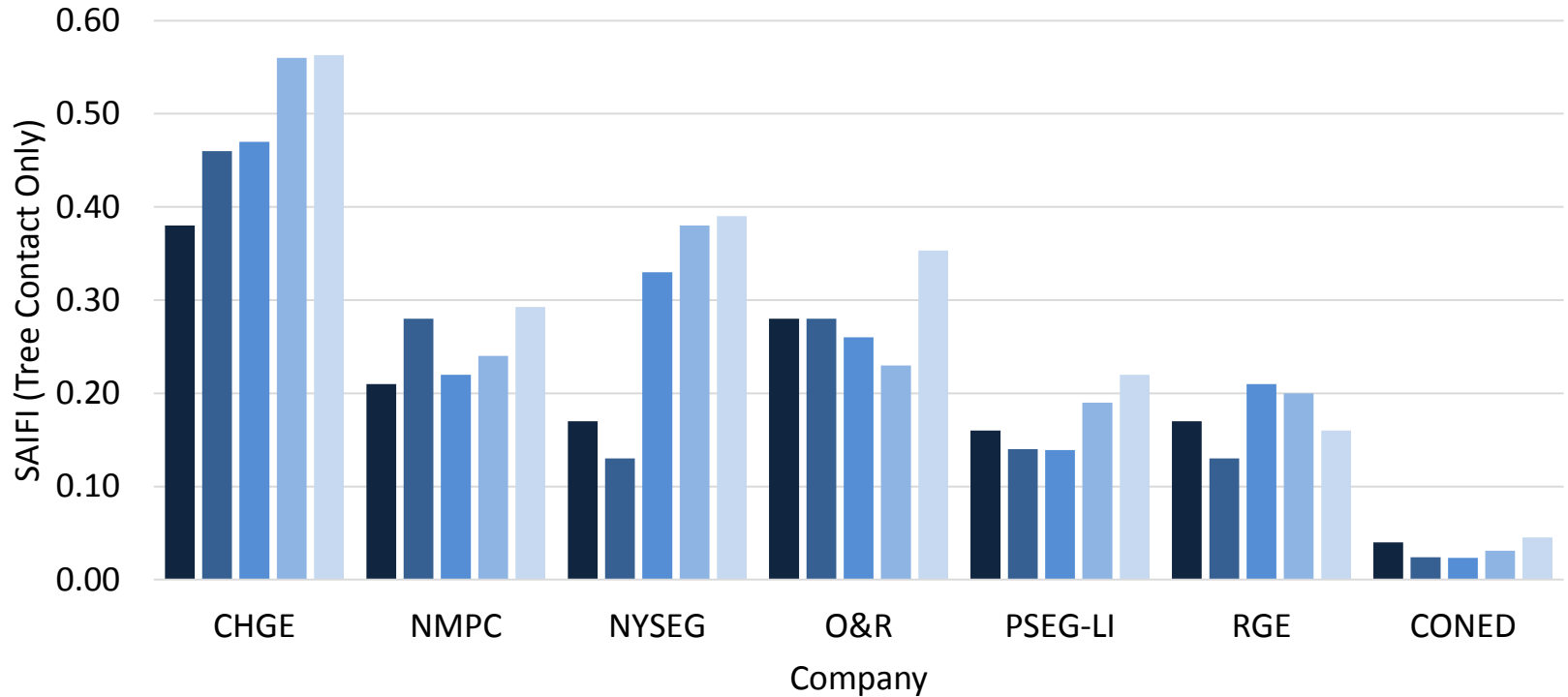
Statewide Five Year Duration History (Excluding Major Storms)



Statewide Five Year Frequency History (Excluding Major Storms)



Tree Related Frequency



■ 2012 ■ 2013 ■ 2014 ■ 2015 ■ 2016



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Staff Report On 2016 Energy Utility Service Quality Performance

Customer Service Performance Indicators

- PSC Complaint Rate
- Appointments Kept
- Billing Accuracy (Adjusted bill percentage)
- Telephone Answer Rate (Percent within 30 seconds)
- Meter Reads (Estimated reading percentage)
- Customer Satisfaction (Survey)

Customer Service Performance Incentives

Utility	PSC Complaint Rate	Customer Satisfaction Survey	Appointments Kept	Telephone Answer Response	Adjusted Bills	Estimated Readings	New Service Jobs	ONIM	Service Terminations/ Uncollectibles
Central Hud.	✓	✓	✓						✓
Con Edison	✓	✓		✓				✓	
Corning	✓	✓							
NG-NY	✓	✓	✓	✓	✓				
NG-LI	✓	✓	✓		✓				
NFG	✓	✓	✓	✓	✓	✓	✓		
NG-Upstate	✓	✓	✓	✓					
NYSEG	✓	✓	✓	✓		✓			✓
O & R	✓	✓		✓					✓
RG&E	✓	✓	✓	✓		✓			
St. Lawrence	✓	✓							✓

Utility Performance on CSPIs

- All of the utilities met their CSPI targets for 2016
 - No negative revenue adjustments are applicable
- Central Hudson, St. Lawrence Gas, and Orange and Rockland achieved positive revenues adjustments for reducing customer terminations and/or uncollectibles
 - Positive revenue adjustments are automatically deferred, and no Commission action is required.