BEFORE THE
STATE OF NEW YORK
PUBLIC SERVICE COMMISSION

In the Matter of

Case 07-M-0906

Joint Petition of Iberdrola, S.A., Energy East Corporation, RGS Energy Group, Inc., Green Acquisition Capital, Inc., New York State Electric & Gas Corporation and Rochester Gas and Electric Corporation for Approval of the Acquisition of Energy East Corporation by Iberdrola, S.A.

January 31, 2008

Exhibit ___ (SQP – 1)

Case No. 07-M-0906

Iberdrola, S.A. and Energy East Corp.

Staff Response to Request For Information

STAFF RESPONSE TO: IBER/EE IR No. DPS 111

PREPARED BY: Electric Reliability and Safety Panel

DATE: January 25, 2008

Question:

Referring to page 13 of the Consumer Services Panel Testimony:

1. Please provide the justification for the Consumer Services Panel's proposal to apply all the measures included in Rochester Gas and Electric Corporation's ("RG&E") CSPI to RG&E and New York State Electric & Gas Corporation ("NYSEG"). Include all studies and workpapers used to derive your proposal.

2. Please provide the justification for your proposal to set the PSC Complaint Rate threshold for RG&E at the NYSEG threshold level. Include all studies and workpapers used to derive your proposal.

3. Please provide historical comparative data (prior 5 years) for all New York State utilities for the proposed measures. Additionally, please provide all CSPI requirements for all New York State utilities.

Response:

1. The merged companies are could consolidate operations and should share the same best practices and, therefore, should have the same set of performance standards.

2. The merged companies could consolidate operations and should share the same best practices and, therefore, should have the same set of performance standards.

3. Attached are a performance indicator table comparing targets and rate adjustments among utilities and performance indicator reports.

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January 2008

CUSTOMER PERFORMANCE INDICATORS

Attachment to Response to IBER-EE(DPS)-111

Energy Utility Customer Service Performance Incentives

Utility		Amount at Risk		Measures															Amounts Assessed in 2007	
					Customer Satisfaction Indices*					Billing Acuracy		Meter Reading		New Service Jobs						
Name	Service	Dollars	Basis Point Equivalent	PSC Complaint Rate	CSI-1	CSI-2	CSI-3	Calls Answered	Keeping Appts.	Bills Adjusted	Bills Accurate	Meters Read On Cycle	Bills Estimated	Initial Phase (Days)	Final Phase (Days)	Installed within 10 Days	Routine Investi-gations Completed in 30 Days	Outage Notif-ication Incentive Mech-anism (ONIM)	Low Inc. Cust. Asst. Pgm.	Amount	Measure(s)
Central Hudson	elec. & gas	$800,000	25	2.5	85.0%				$25 ea.												
	electric	$36,000,000	51	2.6	80.0%	82.0%	85.0%	53.5%			97.2%	86.9%		4.0	7.3		94.9%	**		$300,000	ONIM
Con Edison	gas	$3,300,000	4		88.1%																
KEDLI	gas	$9,900,000	104	1.1	83.4%					1.7%											
KEDNY	gas	$11,700,000	111	1.7	84.8%			52.9%	$30 ea.	1.7%											
National Fuel	gas	$1,500,000	28	2.1	85.1%	86.0%		74.0%	98.0%	1.9%			15.9%			98%					
National Grid	elec. & gas	$13,000,000	32	3.0	82.0%	79.0%		78.0%				89.5%							95.0%	$2,118,750	CSIs
	electric	$3,500,000	35																	$1,000,000	
NYSEG	gas	$500,000	5	1.0	73.0%	85.0%														$166,667	CSI
	electric	$1,100,000	29																	$118,000	
Orange & Rockland	gas	$300,000	13	2.5	6.11	6.18														$150,000	CSIs
	electric	$2,500,000	41																	$416,666	Calls
Rochester Gas & Electric	gas	$700,000	12	2.7	7.60			77.0%	97.0%		97.8%		10.0%							$116,666	Answered

* Each utility uses a proprietary survey, targets are not directly comparable. As shown, some utilities have more than one survey target (e.g., residential and non-residential)

** Criteria are established for various notification activities during an outage.

CONSOLIDATED EDISON OF NY	Customer Performance Indicators

Item	INDICATOR	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07
	1. Appointments												
a.	Appointments made	5,667	6,117	6,058	5,320	5,079	5,101	5,454	5,036	4,805	4,355	4,100	4,358
b.	Appointments kept	5,645	6,035	6,041	5,311	5,046	5,049	5,425	4,987	4,762	4,312	4,062	4,329
	2. Adjusted Bills												
a.	Total bills issued	4,346,697	4,346,697	4,346,697	4,346,697	4,346,697	4,346,697	4,346,697	4,346,697	4,346,697	4,346,697	4,346,697	4,346,697
b.	Total bills adjusted	16,912	16,590	16,903	15,722	16,267	16,295	14,962	16,758	18,691	17,116	16,949	15,036
	3. Telephone Answer Response												
a.	Total incoming calls received	802,679	664,948	765,935	697,552	727,146	735,889	797,370	911,534	718,419	830,272	676,036	659,009
b.	Percent of calls answered	92.2	95.2	96.2	95.9	95.7	96.7	94.7	93.1	98.0	97.6	91.5	98.8
c.	Total incoming calls requesting a representative	407,653	347,064	392,315	364,596	376,763	376,964	391,145	453,958	367,623	417,389	342,471	332,386
d.	Percent of calls answered by a rep. within 30 sec.	49.3	50.8	63.0	46.6	56.9	62.8	48.1	45.8	73.3	57.4	83.0	71.9
	4. Non-Emergency Service Response Time												
a.	Service/meter work orders received	619	627	823	1,112	557	496	511	489	425	614	678	607
b.*	Days to complete all svc/mtr jobs	219.96	183.48	258.36	576.94	118.64	146.36	111.81	167.39	125.8	203.52	187	142
c.	Avg. days to complete all svc/mtr jobs	1	1	1	1	1	1	1	1	1	1	1	1
d.	Street light work orders received	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
e.*	Days to complete all street light jobs	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
f.	Avg. days to complete all street light jobs	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
g.	Tree trimming work orders received	105	79	136	137	339	429	378	417	262	299	219	209
h.*	Days to complete all tree trimming jobs	213	134	264	225	606	656	733	954.7	512	470	444	487
i.	Avg. days to complete all tree trimming jobs	2.0	1.7	1.9	1.6	1.8	1.5	1.9	2.3	2.0	1.6	2.0	2.3
	5. Estimated Readings												
a.**	Total meters scheduled to be read	4,593,540	4,572,646	4,586,007	4,574,595	4,601,792	4,580,122	4,605,922	4,581,202	4,609,663	4,587,061	4,618,744	4,598,653
b.	Total estimated readings made	592,780	649,986	606,626	607,508	581,789	601,420	636,140	648,868	607,239	621,801	603,180	633,632
	6. Consumer Complaints to the PSC												
	Complaints per 100,000 customers	2.6	2.2	2.5	2.0	2.6	2.6	2.2	2.4	1.7	1.9	1.7	1.1
	7. Customer Satisfaction												
a.	Percent of customers satisfied	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
b.	Satisfaction Index	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

CENTRAL HUDSON CUSTOMER PERFORMANCE INDICATORS

Item	INDICATOR	JULY07	AUG07	SEPT07	OCT07	NOV07	DEC07
	1. Appointments						
a.	Appointments made	1,509	1,768	1,349	1,936	1,635	1,123
b.	Appointments kept	1,503	1,767	1,349	1,932	1,633	1,119
	2. Adjusted Bills						
a.	Total bills issued	187,510	185,796	188,672	187,636	183,944	185,894
b.	Total bills adjusted	3,278	1,527	1,978	2,010	1,924	2,056
	3. Telephone Answer Response						
a.	Total incoming calls received	55,848	51,932	50,471	70,896	58,850	49,200
b.	Percent of calls answered	94.2	94.7	94.4	88.5	90.8	91.8
c.	Total incoming calls requesting a representative	42,753	38,740	38,001	50,451	41,855	34,991
d.	Percent of calls answered by a rep. within 30 sec.	62.8	69	65.4	38.9	64	65.9
	4. Non-Emergency Service Response Time						
a.	Service/meter work orders received	598	608	536	551	584	532
b.*	Days to complete all svc/mtr jobs	5,412	1,817	1,350	2,398	1,380	1,216
c.	Avg. days to complete all svc/mtr jobs	9	3	3	4	2	2
d.	Street light work orders received	319	353	596	537	571	408
e.*	Days to complete all street light jobs	2,809	3,778	6,735	3,870	4,295	4,354
f.	Avg. days to complete all street light jobs	9	11	11	7	8	11
g.	Tree trimming work orders received	336	288	326	275	189	142
h.*	Days to complete all tree trimming jobs	778	784	1,565	933	833	352
i.	Avg. days to complete all tree trimming jobs	2	3	5	3	4	2
	5. Estimated Readings						
a.	Total meters scheduled to be read	196,083	201,961	196,463	202,417	196,858	202,796
b.	Total estimated readings made	6,405	6,462	5,860	5,544	3,926	7,935
	6. Consumer Complaints to the PSC						
	Complaints per 100,000 customers	0.7	1.0	0.3	0.3	1.0	1.0
	7. Customer Satisfaction						
a.	Percent of customers satisfied	90.3	94.1	93.4	92.5	93.1	94.9
b.	Satisfaction Index	89.5	92.4	90.7	91.1	91.5	93.2

***Tele stats are from 8:00 a.m. - 4:30 p.m., Monday through Friday**

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

PSC CUSTOMER SERVICE PERFORMANCE INDICATORS

Company Name KeySpan Energy Delivery - Long Island

ITEM	INDICATOR	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07
1	Appointments												
1a.	Appointments made	2,805	2,985	3,538	3,001	3,189	2,923	3,122	3,684	3,969	3,891	3,235	4,498
1b.	Appointments kept****	2,617	2,747	3,044	2,715	2,892	2,679	2,813	3,408	3,512	3,427	2,750	4,041
2	Adjusted Bills												
2a.	Total bills issued	533,986	509,060	525,587	518,787	527,665	517,031	523,755	526,850	508,853	541,646	516,098	526,672
2b.	Total bills adjusted	6,366	5,070	5,809	4,984	5,635	6,429	8,419	7,656	6,402	7,996	6,140	5,842
3	Telephone Answer Response												
3a.	Total incoming calls received	91,106	83,010	92,748	81,974	81,849	77,205	78,743	73,369	72,628	84,836	86,145	89,123
3b.	Percent of calls answered	93.9	93.3	93.9	95.3	97.1	95.30%	95.10%	94.30%	93.90%	94.90%	93.10%	92.30%
3c.	Total incoming calls requesting a respresentative	62,133	56,034	63,340	55,213	55,841	52,964	53,591	55,157	49,195	59,064	58,327	59,113
3d.	Percent of calls answered by a rep. Within 45 secs.	23.4	23.6	26.5	35.9	54	40.8	38.4	27.3	28.1	34.6	24.4	25.1
4	Non-Emergency Service Response Time*												
4a.	Service/meter work orders received	6,873	5,685	11,538	7,305	73	244	240	230	209	239	306	252
4b.	Days to complete all svc/mtr jobs*	1	1	1	1	1	1	1	1	1	1	1	1
4c.	Avg. days to complete all svc/mtr jobs	1	1	1	1	1	1	1	1	1	1	1	1
5	Estimated Readings												
5a.	Total meters scheduled to be read	322,152	317,147	323,607	317,360	322,675	316,427	323,130	317,363	323,499	317,927	324,936	319,496
5b.	Total estimated readings made	75,785	78,137	74,538	74,729	73,419	76,007	74,052	76,619	74,116	76,111	74,004	75,997
6	Consumer Complaints to the PSC												
6a.	Complaint per 100,000 customers**	0.6	0	0.6	1.3	1.1	0.5	0.8	0.6	0.8	0.8	0.2	0
7	Customer Satisfaction												
7a.	Percent of customers satisfied ***	87.00%	94.00%	88.00%	87.00%	86.00%	86.00%	86.00%	88.00%	87.00%	86.00%	86.90%	
7b.	Satisfaction Index	n/a	n/a	n/a	n/A	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

*Report days to complete even though the job may not have been completed in the month it was received. Also this section is revised data commencing May 2007 per meeting with Tom Madeo and Martin Insogna.

**Several months lag, figures obtained from PSC website.

***One month lag.

****Gas Customer Service took over gas special reads.

PSC CUSTOMER SERVICE PERFORMANCE INDICATORS KEYSPAN

ITEM	INDICATOR	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04
1	Appointments												
1a.	Appointments made	2,618	3,010	3,013	3,354	2,566	2,660	2,295	2,579	2,410	2,342	2,192	2,171
1b.	Appointments kept	2,359	2,704	2,773	3,026	2,392	2,308	2,033	2,317	2,155	2,025	1,949	1,948
2	Adjusted Bills												
2a.	Total bills issued	570,775	560,402	598,977	589,096	531,858	626,029	536,573	596,442	566,155	617,123	558,283	595,832
2b.	Total bills adjusted	12,674	12,850	14,779	15,313	14,658	16,649	14,829	15,382	15,880	14,782	12,560	13,687
3	Telephone Answer Response												
3a.	Total incoming calls received	217,668	197,640	220,419	203,509	180,949	189,847	198,918	201,469	181,634	204,979	183,076	194,728
3b.	Percent of calls answered	98.5	98.4	98.6	98.3	98.6	98.2	90.8	88	88.3	88.8	91.7	90.9
3c.	Total incoming calls requesting a respresentative	200,607	179,378	204,247	183,716	167,146	173,302	166,795	179,910	163,189	184,692	167,801	177,008
3d.	Percent of calls answered by a rep. Within 45 secs.	51.5	44.5	53.2	46.2	53.6	45.5	34.9	43.9	47	44.4	50	50.8
4	Non-Emergency Service Response Time												
4a.	Service/meter work orders received	7,618	3,010	3,013	3,354	2,660	2,566	2,295	2,579	2,410	2,342	2,192	2,171
4b.*	Days to complete all svc/mtr jobs	2,662	3,042	3,022	3,369	2,690	2,582	2,304	2,602	2,426	2,384	2,203	2,189
4c.	Avg. days to complete all svc/mtr jobs	1.02	1.01	1	1	1.01	1.01	1	1.01	1.01	1.02	1.01	1.01
4d.	Street light work orders received	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
4e.	Days to complete all street light jobs	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
4f.	Avg. days to complete all street light jobs	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
4g.	Tree trimming work orders received	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
4h.*	Days to complete all tree trimming jobs	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
4i.	Avg. days to complete all tree trimming jobs	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
5	Estimated Readings												
5a.	Total meters scheduled to be read	615,203	615,459	648,420	640,099	584,125	680,978	582,487	647,768	624,158	681,699	615,212	649,902
5b.	Total estimated readings made (%)	16	16	15	16	15	17	16	17	15	17	14	17
6	Consumer Complaints to the PSC												
6a.	Complaint per 100,000 customers	0.8	0.6	0.6	1.2	1.2	1.2	1.7	1.5	1.9	1.8	1.5	0.9
7	Customer Satisfaction												
7a.	Percent of customers satisfied	86.2	87.5	94.2	87.1	89.3	89.5	90.7	91.8	91	86	88.1	90.7
7b.	Satisfaction Index	n/a											

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

** CERTIFICATION **

I certify that I have examined this report and that all statements contained herein are true, complete and correct to the best of my knoweledge, information and belief.

John F. Cooney

1/25/2008

PSC CUSTOMER SERVICE PERFORMANCE INDICATORS

ITEM	INDICATOR	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05
1	Appointments												
1a.	Appointments made	2,559	2,828	3,234	3,222	2,913	2,863	2,303	2,526	2,306	2,357	1,861	
1b.	Appointments kept	2,204	2,604	2,851	2,926	2,613	2,459	2,028	2,182	1,855	1,878	1,413	
2	Adjusted Bills												
2a.	Total bills issued	565,204	574,676	637,373	570,360	564,565	626,073	520,137	636,641	542,603	625,841	568,519	601,075
2b.	Total bills adjusted	13,379	14,085	14,679	13,579	13,239	14,194	12,388	14,359	13,789	13,747	12,855	12,095
3	Telephone Answer Response												
3a.	Total incoming calls received	237,210	231,477	241,268	200,706	185,386	185,541	166,954	186,938	176,505	196,706	188,895	186,920
3b.	Percent of calls answered	88.3	88.3	89.7	87.8	89.9	91.1	93.3	92.4	89.8	86.7	83.7	81.1
3c.	Total incoming calls requesting a respresentative	237,210	231,477	241,268	176,203	166,620	168,097	155,848	172,714	158,551	170,453	158,038	151,591
3d.	Percent of calls answered by a rep. Within 45 secs.	38.0	29.9	44.2	36.1	40.7	50	55	48.9	39.3	32	23.2	21.5
4	Non-Emergency Service Response Time												
4a.	Service/meter work orders received	2,559	2,828	3,234	3,222	2,913	2,863	2,303	2,526	2,306	2,357	1,861	
4b.*	Days to complete all svc/mtr jobs	2,595	2,856	3,325	3,250	2,613	2,899	2,314	2,569	2,351	2,487	1,930	
4c.	Avg. days to complete all svc/mtr jobs	1.01	1.01	1.03	1.01	1.01	1.01						
4d.	Street light work orders received	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
4e.	Days to complete all street light jobs	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
4f.	Avg. days to complete all street light jobs	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
4g.	Tree trimming work orders received	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
4h.*	Days to complete all tree trimming jobs	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
4i.	Avg. days to complete all tree trimming jobs	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
5	Estimated Readings												
5a.	Total meters scheduled to be read	615,068	620,329	690,709	609,780	621,619	712,514	522,164	685,166	624,158	684,036	620,260	653,617
5b.	Total estimated readings made (%)	16	16	16	16	15	17	16	17	16	18	14	17
6	Consumer Complaints to the PSC												
6a.	Complaint per 100,000 customers	1.2	1.0	1.8	1.2	1.4	1.6	1.9	2.6	1.4	1.2	1.6	1.6
7	Customer Satisfaction												
7a.	Percent of customers satisfied	n/a											
7b.	Satisfaction Index	n/a											

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

** CERTIFICATION **

I certify that I have examined this report and that all statements contained herein are true, complete and correct to the best of my knoweledge, information and belief.

John F. Cooney

PS TOMER SERVICE PERFORMANCE INDICATORS

ITEM	INDICATOR	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06
1	Appointments												
1a.	Appointments made												
1b.	Appointments kept												
2	Adjusted Bills												
2a.	Total bills issued	574,418	574,485	646,077	546,653	608,193	609,732	564,984	623,885	552,903	657,482		
2b.	Total bills adjusted	14,977	14,161	14,749	13,179	13,238	13,355	11,185	13,559	11,904	12,618		
3	Telephone Answer Response												
3a.	Total incoming calls received	240,718	230,015	252,404	206,250	224,118	206,289	193,812	204,620	190,028	211,206		
3b.	Percent of calls answered	85.0	87.2	91.9	93.1	93.3	93.9	94.8	94.6	94.71	97.14		
3c.	Total incoming calls requesting a respresentative	200,265	194,120	215,008	173,049	187,514	171,288	159,544	171,799	157,913	177,566		
3d.	Percent of calls answered by a rep. Within 30 secs.	46.24	54.8	70.3	66.6	65.19	73.1	69.09	69.41	69.64	77.44		
	Emergency SL calls answered by a rep within 30 sec	95.04	93.35	94.86	96.51	95.32	95.37	95.01	96.84	95.05	96.03		
	Non-Emergency SL (w/ IVR) calls answered within 40 s	44.14	53.33	69.43	65.58	64.24	72.40	68.27	68.3	68.74	76.64		
4	Non-Emergency Service Response Time												
4a.	Service/meter work orders received												
4b.*	Days to complete all svc/mtr jobs												
4c.	Avg. days to complete all svc/mtr jobs												
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	620,115	622,824	696,885	591,194	652,725	657,819	590,300	683,190	592,581	723,865		
5b.	Total estimated readings made (%)	16	16	14	13	13	13	13	14	13	15		
6	Consumer Complaints to the PSC												
6a.	Complaint per 100,000 customers	1.5	1.1	0.9	1.3	1.4	1.4	1.1	1.5	1.0	1.2		
7	Customer Satisfaction												
7a.	Percent of customers satisfied	n/a											
7b.	Satisfaction Index	n/a											

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

** CERTIFICATION **

I certify that I have examined this report and that all statements contained herein are true, complete and correct to the best of my knoweledge, information and belief.

PS OMER SERVICE PERFORMANCE INDICATORS

ITEM	INDICATOR	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07
1	Appointments											
1a.	Appointments made	1,376	1,329	1,350	1,428	1,271	1,281	1,259	1,401	1,393	1,898	2,417
1b.	Appointments kept	1,116	1,023	1,089	1,070	968	1,000	885	1,032	988	1,311	1,614
2	Adjusted Bills											
2a.	Total bills issued	612,192	583,469	590,033	602,101	588,563	607,258	583,441	659,135	510,517	652,155	537,259
2b.	Total bills adjusted	12,734	10,234	12,826	13,716	13,920	13,287	13,066	13,195	11,741	13,405	9,953
3	Telephone Answer Response											
3a.	Total incoming calls received	248,741	232,645	257,548	245,617	248,822	230,814	231,494	239,359	208,110	242,878	232,129
3b.	Percent of calls answered	96.6	96.4	95.86	95.5	94.89	96.22	95.42	93.95	95.13	94.41	94.39
3c.	Total incoming calls requesting a respresentative	187,170	175,087	191,210	185,557	186,297	172,998	172,760	181,191	154,492	183,784	174,514
3d.	Percent of calls answered by a rep. Within 30 secs.	74.59	71.8	71.8	68.1	65.71	71.33	70.89	66	69.47	68.58	66.3
3e	Emergency SL calls answered by a rep within 30 sec	97.06	95.87	95.84	95.41	96.69	96.91	95.17	93.56	94.83	96.3	95.54
3f	Non-Emergency SL (w/ IVR) calls answered within 40 s	73.88	70.99	67.33	67.33	64.92	70.70	70.30	65.24	68.7	67.6	65.09
4	Non-Emergency Service Response Time											
4a.	Service/meter work orders received	1,376	1,329	1,350	1,428	1,271	1,281	1,259	1,401	1,393	1,898	2,417
4b.*	Days to complete all svc/mtr jobs	2,293	2,245	2,328	2,462	2,306	2,311	2,193	2,533	2,348	3,189	4,324
4c.	Avg. days to complete all svc/mtr jobs	1.67	1.69	1.72	1.72	1.81	1.8	1.74	1.81	1.69	1.68	1.79
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	657,468	624,095	623,725	666,722	625,412	660,328	543,243	732,912	555,226	729,424	589,112
5b.	Total estimated readings made (%)	13	13	12	14	12	13	12	13	13	14	13
6	Consumer Complaints to the PSC											
6a.	Complaint per 100,000 customers	1.3	0.6	1.3	1.2	1.4	1.1	0.9	1.7	1.0	1.0	1.5
7	Customer Satisfaction											
7a.	Percent of customers satisfied	n/a										
7b.	Satisfaction Index	n/a										

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

** CERTIFICATION **

I certify that I have examined this report and that all statements contained herein are true, complete and correct to the best of my knoweledge, information and belief.

PSC CUSTOMER SERVICE PERFORMANCE INDICATORS

Dec-07
1,905
1,399
563,729
9,165
215,617
95.71
159,706
73.53
96.14
72.67
1,905
3,296
1.73
625,279
14
0.8

PSC CUSTOMER SERVICE PERFORMANCE INDICATORS

Company Name KeySpan Energy Delivery - Long Island

ITEM	INDICATOR	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07
1	Appointments												
1a.	Appointments made	2,805	2,985	3,538	3,001	3,189	2,923	3,122	3,684	3,969	3,891	3,235	4,498
1b.	Appointments kept****	2,617	2,747	3,044	2,715	2,892	2,679	2,813	3,408	3,512	3,427	2,750	4,041
2	Adjusted Bills												
2a.	Total bills issued	533,986	509,080	525,587	518,787	527,665	517,031	523,755	526,850	508,853	541,646	516,098	526,672
2b.	Total bills adjusted	6,366	5,070	5,809	4,984	5,635	6,429	8,419	7,656	6,402	7,996	6,140	5,842
3	Telephone Answer Response												
3a.	Total incoming calls received	91,106	83,010	92,748	81,974	81,849	77,205	78,743	73,369	72,628	84,836	86,145	89,123
3b.	Percent of calls answered	93.9	93.3	93.9	95.3	97.1	95.30%	95.10%	94.30%	93.90%	94.90%	93.10%	92.30%
3c.	Total incoming calls requesting a respresentative	62,133	56,034	63,340	55,213	55,841	52,964	53,591	55,157	49,195	59,064	58,327	59,113
3d.	Percent of calls answered by a rep. Within 45 secs.	23.4	23.6	26.5	35.9	54	40.8	38.4	27.3	28.1	34.6	24.4	25.1
4	Non-Emergency Service Response Time*												
4a.	Service/meter work orders received	6,873	5,685	11,538	7,305	73	244	240	230	209	239	306	252
4b.	Days to complete all svc/mtr jobs*	1	1	1	1	1	1	1	1	1	1	1	1
4c.	Avg. days to complete all svc/mtr jobs	1	1	1	1	1	1	1	1	1	1	1	1
5	Estimated Readings												
5a.	Total meters scheduled to be read	322,152	317,147	323,607	317,360	322,675	316,427	323,130	317,363	323,499	317,927	324,936	319,496
5b.	Total estimated readings made	75,785	78,137	74,538	74,729	73,419	76,007	74,052	76,619	74,116	76,111	74,004	75,997
6	Consumer Complaints to the PSC												
6a.	Complaint per 100,000 customers**	0.6	0	0.6	1.3	1.1	0.5	0.8	0.6	0.8	0.8	0.2	0
7	Customer Satisfaction												
7a.	Percent of customers satisfied ***	87.00%	94.00%	88.00%	87.00%	86.00%	86.00%	86.00%	88.00%	87.00%	86.00%	86.90%	
7b.	Satisfaction Index	n/a	n/a	n/a	n/A	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

*Report days to complete even though the job may not have been completed in the month it was received. Also this section is revised data commencing May 2007 per meeting with Tom Madeo and Martin Insogna.

**Several months lag, figures obtained from PSC website.

***One month lag.

****Gas Customer Service took over gas special reads.

PSC CUSTOMER SERVICE PERFORMANCE INDICATORS

Company name NATIONAL FUEL GAS

ITEM	INDICATOR	Dec-06	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07
1	**Appointments**												
1a.	Appointments made	856	1,353	1,315	1,579	1,330	1,342	1,241	1,161	1,233	966	1,088	1,006
1b.	Appointments kept	849	1,335	1,300	1,566	1,308	1,414	1,218	1,149	1,226	951	1,059	990
2	**Adjusted Bills**												
2a.	Total bills issued	451,177	522,233	474,049	526,564	482,216	531,597	520,209	513,030	548,064	450,357	546,160	474,265
2b.	Total bills adjusted	5,604	6,986	6,241	6,716	6,933	7,942	8,400	6,646	6,780	5,497	6,037	5,468
3	**Telephone Answer Response**												
3a.	Total incoming calls received	89,548	111,962	99,544	111,696	114,879	122,701	110,545	103,288	107,432	91,333	114,196	109,543
3b.	Percent of calls answered	97.4%	97.8%	97.6%	97.2%	96.5%	95.7%	96.2%	96.1%	96.2%	96.5%	95.8%	94.9%
3c.	Total incoming calls requesting a representative	89,548	111,962	99,544	111,696	114,879	122,701	110,545	103,288	107,432	91,333	114,196	109,543
3d.	Percent of calls answered by a rep. within 30 secs.	85.4%	88.4%	87.9%	84.6%	83.0%	78.2%	81.8%	82.4%	80.9%	82.1%	80.5%	77.0%
4	**Non-Emergency Service Response Time**												
4a.	Service/meter work orders received	254	374	560	375	222	190	166	134	163	224	224	433
4b.*	Days to complete all svc/mtr jobs	370	641	754	497	390	285	281	205	297	359	341	636
4c.	Avg. days to complete all svc/mtr jobs	1.5	1.7	1.3	1.3	1.8	1.5	1.7	1.5	1.8	1.6	1.5	1.5
4d.	Street light work orders received	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
4e.	Days to complete all street light jobs	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
4f.	Avg. days to complete all street light jobs	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
4g.	Tree trimming work orders received	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
4h.*	Days to complete all tree trimming jobs	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
4i.	Avg. days to complete all tree trimming jobs	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
5	**Estimated Readings**												
5a.	Total meters scheduled to be read	267,819	266,475	268,175	268,079	268,338	262,439	262,507	258,814	259,678	258,051	261,057	261,599
5b.	Total estimated readings made	33,566	35,887	51,496	37,936	35,784	35,241	37,438	40,986	38,238	38,910	42,104	36,724
6	**Consumer Complaints to the PSC**												
6a.	Complaint per 100,000 customers	0.6	0.8	0.6	0.4	0.6	1.6	1.0	0.4	1.0	0.8	1.0	1.2
7	**Customer Satisfaction**												
7a.	Percent of customers satisfied	94.1%	94.1%	94.1%	89.9%	89.9%	89.9%	89.6%	89.6%	89.6%	90.1%	90.1%	90.1%
7b.	Satisfaction Index	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

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

Note: The August 2005 "Consumer Complaints to the PSC" complaint rate per 100,000 customers is based on the revisions as agreed to by the Company and the PSC in Case 04-G-1047.

Note: The "Customer Satisfaction" percent of customers satisfied indicator continues to be reported as in the past. No change has been made to reflect the rate plan year that was effective August 1, 2005.

** CERTIFICATION **

I certify that I have examined this report and that all statements contained herein are true, complete and correct to the best of my knowledge, information and belief.

_____

signature

_____

print

Niagara Mohawk Power Corporation
d/b/a National Grid

ITEM	INDICATOR	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07
1	Appointments												
1a.	Appointments made	3,844	3,299	3,940	3,671	3,585	3,374	3,294	3,916	3,194	4,295	3,885	2,757
1b.	Appointments kept	3,767	3,198	3,844	3,585	3,484	3,320	3,243	3,878	3,161	4,232	3,829	2,725
2	Adjusted Bills												
2a.	Actual meter reads	2,154,617	2,147,085	2,157,189	2,162,641	2,218,384	2,217,778	2,216,344	2,221,259	2,224,411	2,229,422	2,175,198	2,174,805
2b.	Cancel/Rebills net of customer reads	20,207	16,313	16,466	14,006	14,495	12,818	13,224	22,200	13,734	14,607	12,987	29,682
3	Telephone Answer Response (All NY Call Centers) NOTE												
3a.	Total incoming calls received	324,455	252,620	283,924	290,537	312,379	338,541	336,719	345,259	297,195	327,396	283,636	260,315
3b.	Percent of calls answered	98.2%	97.8%	98.4%	98.1%	98.0%	96.5%	98.3%	98.8%	98.4%	97.7%	97.9%	97.8%
3c.	Total incoming calls requesting a representative	318,625	247,012	279,299	284,948	306,175	326,796	330,828	341,052	292,569	319,820	277,699	254,473
3d.	Percent of calls answered by a rep. within 30 secs.	83.6%	79.3%	79.2%	80.0%	81.5%	73.7%	83.3%	84.7%	82.9%	79.0%	77.0%	76.1%
4	Non-Emergency Service Response Time												
4a.	Service/meter work orders received	115	52	70	96	194	204	225	258	213	257	159	93
4b.*	Days to complete all svc/mtr jobs	6,276	3,244	1,904	2,995	5,034	3,926	4,786	7,895	9,457	6,161	4,399	6,445
4c.	Avg. days to complete all svc/mtr jobs	54.6	62.4	27.2	31.2	25.9	19.2	21.3	30.6	44.4	24.0	27.7	69.3
4d.	Street light work orders received	2,000	955	1,216	1,087	942	1,128	885	1,393	1,242	2,252	1,892	1,611
4e.	Days to complete all street light jobs	18,971	9,640	13,705	20,266	9,941	7,756	4,312	5,631	4,204	9,625	9,400	13,440
4f.	Avg. days to complete all street light jobs	9.5	10.1	11.3	18.6	10.6	6.9	4.9	4.0	3.4	4.3	5.0	8.3
4g.	Tree trimming work orders received	928	383	537	1,074	1,528	1,742	1,764	1,546	1,375	1,281	839	446
4h.*	Days to complete all tree trimming jobs	5,295	5,968	2,279	5,029	7,607	10,893	16,125	10,361	11,849	12,454	7,681	6,190
4i.	Avg. days to complete all tree trimming jobs	5.7	15.6	4.2	4.7	5.0	6.3	9.1	6.7	8.6	9.7	9.2	13.9
5	Estimated Readings												
5a.	Total meters scheduled to be read	2,197,639	2,198,165	2,198,250	2,198,576	2,256,866	2,258,566	2,257,987	2,259,843	2,259,321	2,261,673	2,203,662	2,205,441
5b.	Total estimated readings made	44,572	52,614	42,552	37,623	40,329	42,601	43,366	40,491	39,054	36,313	28,464	30,636
6	Consumer Complaints to the PSC												
6a.	Complaint per 100,000 customers	0.94	0.82	1.24	1.24	1.30	1.18	0.77	0.94	1.12	1.18	0.35	0.41
7	Customer Satisfaction												
7a.	Percent of customers satisfied												
7b.	Satisfaction Index (Quarterly)			79.5			79.9			80.3			81.0

NOTE:
Minor corrections were made to January through August call answering data so that both the total incoming calls received and total incoming calls requesting a representative were revised accordingly, with no material impact on year-to-date service levels.

NEW YORK STATE ELECTRIC & GAS Customer Service Indicators
2007

Indicator	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1. Appointments												
Appointments Made	2,095	1,457	3,966	3,364	2,839	3,327	3,167	4,160	2,462	2,778	1,963	2,082
Appointments Kept	2,083	1,433	3,912	3,364	2,836	3,326	3,151	4,141	2,456	2,774	1,963	2,081
2. Adjusted Bills												
Total Bills Issued	949,423	784,800	1,019,392	922,030	964,474	935,380	900,356	990,422	890,630	970,740	846,763	911,529
Total Bills Adjusted	24,516	10,286	11,050	10,282	12,291	9,663	9,427	9,751	10,084	10,004	6,797	5,550
3. Telephone Answer Response												
Total Incoming Calls Received	148,784	122,343	144,707	143,760	142,741	138,787	139,517	155,871	136,993	158,297	142,360	137,752
Percent of Calls Answered	95.8%	97.6%	97.8%	98.6%	96.1%	94.4%	94.3%	97.5%	92.6%	87.8%	91.8%	97.8%
Total Incoming Call Requesting a Rep.	126,613	92,849	101,116	106,553	123,002	119,981	115,187	130,775	111,229	130,453	119,369	115,195
Percent of Calls Answered by Rep. Within 30 sec.	49.0%	56.0%	53.0%	63.0%	62.0%	58.0%	50.0%	46.0%	40.0%	57.0%	48.0%	48.0%
4. Non-Emergency Service Response Time												
Service/ Meter Work Orders Received	939	698	663	536	875	868	1,093	1,156	1,111	1,275	904	670
Number of Days to Complete Service/Meter Work Orders Received	8,983	6,293	8,333	2,783	6,278	15,293	9,255	11,238	9,797	9,921	6,249	6,137
Average Number of Days to Complete Service/Meter Work Orders Received	9.6	9.0	12.6	5.2	7.2	17.6	8.5	9.7	8.8	7.8	6.9	9.2
Total Street Light Orders Received	1,543	1,046	1,163	900	708	786	723	1,109	1,302	1,489	1,321	1,372
Average Number of Days to Complete Street Light Orders Received	2.6	1.8	4.7	4.5	5.4	4.6	4.6	3.6	3.9	4.0	3.8	5.6
Tree Trimming Work Orders Received	381	131	245	525	684	872	777	1,044	757	857	475	469
5. Estimated Readings												
Total Meters Scheduled to be Read	565,889	596,258	565,459	597,730	568,608	599,262	569,064	599,629	570,375	599,902	569,748	598,976
Total Meters Estimated	34,313	79,473	69,364	56,751	34,236	51,672	46,818	52,382	40,480	38,780	19,960	60,743
6. Consumer Complaints to PSC												
YTD Complaints per 100,000 Customers	1.5	1.0	0.8	0.7	0.7	0.7	0.7	0.7	0.7	0.7	0.7	0.6
7. Customer Satisfaction												
Percent of Customers Satisfied (Total Population) (*)	N/A	N/A	N/A	N/A	N/A	77.3%	77.3%	77.3%	77.3%	77.3%	77.3%	79.4%
Percent of Customers Satisfied (Recent Contacts)	80.3%	74.1%	75.9%	76.1%	77.5%	78.1%	77.1%	75.4%	73.2%	77.2%	76.0%	80.3%

* Visionary Research Survey Completed Twice Per Year (June & October)

DATE SUBMITTED: 1/16/2008

O&R CUSTOMER PERFORMANCE INDICATORS- 2007

ITEM	INDICATOR	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07
1	**Appointments**												
1a.	Appointments made	395	407	472	427	415	323	315	281	299	377	174	323
1b.	Appointments kept	395	407	472	427	415	323	315	281	299	377	174	323
2	**Adjusted Bills**												
2a.	Total bills issued	229,059	229,583	228,852	229,883	231,231	236,466	229,064	231,324	231,201	231,254	230,824	235,773
2b.	Total bills adjusted*	6,210	5,274	4,511	6,376	5,555	4,453	5,822	5,751	5,322	6,196	6,416	5,078
3	**Telephone Answer Response****												
3a.	Total incoming calls received	49,683	42,114	52,095	49,760	56,870	47,391	53,397	50,655	42,221	52,536	45,167	45,417
3b.	Percent of calls answered	98%	99%	98%	98%	98%	98%	98%	98%	98%	98%	98%	99%
3c.	Total incoming calls requesting a representative	35,075	30,324	37,493	36,001	39,132	34,679	38,863	36,615	30,139	36,631	32,364	32,888
3d.	Percent of calls answered by a rep. within 30 secs.	64%	65%	63%	65%	68%	66%	65%	61%	64%	63%	64%	72%
4	**Non-Emergency Service Response Time**												
4a.	Service/meter work orders received	43	28	34	39	67	62	53	68	67	63	48	24
4b.	Days to complete all svc/mtr jobs	1068	699	278	206	948	709	831	805	706	401	453	142
4c.	Avg. days to complete all svc/mtr jobs	25	25	8	5	14	11	16	12	11	6	9	6
4d.	Street light work orders received	913	599	435	456	498	461	522	534	483	846	643	571
4e.	Days to complete all street light jobs	4,565	1,797	1,305	1,824	3,984	2766	3132	3204	2415	5076	4,501	3,997
4f.	Avg. days to complete all street light jobs	5	3	3	4	8	6	6	6	5	6	7	7
4g.	Tree trimming work orders received	67	111	56	62	67	87	56	79	280	143	131	70
4h.	Days to complete all tree trimming jobs	5223	8817	2947	2461	2568	2408	1295	1614	17,719	4,417	5,277	2,981
4i.	Avg. days to complete all tree trimming jobs	78	79	53	40	38	28	23	20	63	31	40	43
5	**Estimated Readings**												
5a.	Total meters scheduled to be read	422,570	423,023	423,233	423,515	423,823	423,070	424,444	424,983	424,596	425,674	425,220	425,607
5b.	Total estimated readings made	20,268	50,928	35,123	20,502	25,601	22,481	22,565	23,242	21,646	18,012	17,790	41,598***
6	**Consumer Complaints to the PSC**												
6a.	Complaints per 100,000 customers	1.4	0.5	1.8	1.4	2.7	0.5	0.9	1.4	0.0	0.5	0.5	1.8
7	**Customer Satisfaction**												
7a.	Percent of customers satisfied	91%	91%	94%	92%	88%	92%	90%	90%	85%	91%	88%	95%

*Due to the functionality of Orange and Rockland's billing system, the number of adjusted bills reflects the actual number of services adjusted within the billing month. A service represents an electric or gas meter. If both electric and gas services are adjusted on the account, two adjustments will be recorded.

***Due to a snow storm one bill group was estimated

Company Name ROCHESTER GAS AND ELECTRIC CORP.

ITEM	INDICATOR	Jan-07	Feb-07	Mar-07	Apr-07	May-07	Jun-07	Jul-07	Aug-07	Sep-07	Oct-07	Nov-07	Dec-07
1	**Appointments**												
1a.	Appointments made	2,035	1,495	2,105	1,797	1,839	1,721	1740	2,471	2,069	2,205	1,767	1,613
1b.	Appointments kept	1,974	1,457	2,066	1,781	1,825	1,716	1733	2,458	2,058	2,203	1,765	1,608
2	**Adjusted Bills**												
2a.	Total bills issued	426,117	369,547	435,519	412,194	428,302	419,392	420,366	436,337	386,590	448,535	381,981	407,907
2b.	Total bills adjusted	7,117	8,347	8,436	8,784	9,771	9,698	6,074	7,395	6,588	6,203	5,535	4,068
3	**Telephone Answer Response**												
3a.	Total incoming calls received	86,860	66,071	71,993	64,391	62,882	68,395	64,094	71,624	59,598	70,890	63,132	56,579
3b.	Percent of calls answered	92%	97%	94%	96%	99%	95%	98%	89%	88%	81%	90%	92%
3c.	Total incoming calls requesting a respresentative	76,166	61,477	64,936	59,183	59,641	62,089	60,870	60,404	49,107	53,590	53,122	49,555
3d.	Percent of calls answered by a rep. within 30 secs.	52%	67%	54%	55%	76%	66%	77%	42%	33%	23%	42%	49%
4	**Non-Emergency Service Response Time**												
4a.	Service/meter work orders received	457	190	257	420	542	463	583	547	522	724	657	435
4b.	Days to complete all svc/mtr jobs	19,450	3,845	2,766	2237	3,767	3,583	3887	3,312	3,255	4,210	3,745	2,926
4c.	Avg. days to complete all svc/mtr jobs	42.6	20.2	10.8	5.3	7.0	7.7	6.7	6.1	6.2	5.8	5.7	6.7
4d.	Street light work orders received	740	393	622	321	453	371	439	526	537	815	754	549
4e.	Days to complete all street light jobs	2,332	1,142	1,847	649	960	775	1203	1,301	1,355	2,341	2,346	2293
4f.	Avg. days to complete all street light jobs	3	3	3	2	2	2	3	3	3	3	3	4
4g.	Tree trimming work orders received	322	56	104	155	277	767	418	270	314	293	191	188
4h.	Days to complete all tree trimming jobs	1,045	353	415	632	1,308	4,796	1924	1,501	3,698	3,273	2,093	3630
4i.	Avg. days to complete all tree trimming jobs	3	6	4	4	5	6	5	6	12	11	11	19
5	**Estimated Readings**												
5a.	Total meters scheduled to be read	343,545	347,033	344,082	347,611	345,016	347,590	344,692	347,879	345,057	348,466	345,445	348,754
5b.	Total estimated readings made	20,094	33,202	19,671	15,625	16,818	18,606	16,631	16,873	18,926	18,342	15,916	23,694
6	**Consumer Complaints to the PSC**												
6a.	YTD Complaint per 100,000 customers	1.0	1.0	1.4	1.5	1.6	1.6	1.6	1.6	1.6	1.6	1.5	1.3
7	**Customer Satisfaction**												
7a.	Percent of customers satisfied	na	na	na	na	na	na	na	na	na	na	na	na
7b.	Satisfaction Index **(each quarter)**	na	na	7.6%	na	na	7.7	na	na	7.6	na	na	7.7

Company Name ROCHESTER GAS AND ELECTRIC CORP.

ITEM	INDICATOR	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05
1	**Appointments**												
1a.	Appointments made	3,808	3,822	3,746	4,379	3,896	3,753	3697	4,179	4,555	4,915	4,742	4,056
1b.	Appointments kept	3,801	3,816	3,745	4,373	3,894	3,744	3672	4,167	4,550	4,887	4,732	4,039
2	**Adjusted Bills**												
2a.	Total bills issued	383,172	350,829	390,862	388,694	412,496	387,035	371,203	393,306	393,542	384,523	371,431	386,130
2b.	Total bills adjusted	3,430	3,125	3,112	3,154	2,940	2,703	2,393	2,887	2,977	2,549	2,816	2,674
3	**Telephone Answer Response**												
3a.	Total incoming calls received	73,171	60,858	67,227	62,505	61,774	69,296	80,121	74,931	73,599	77,527	72,874	89,878
3b.	Percent of calls answered	99%	99%	99%	99%	99%	100%	96%	99%	96%	99%	98%	97%
3c.	Total incoming calls requesting a respresentative	68,859	57,961	63,492	59,600	59,227	66,397	72,591	70,152	67,109	73,987	68,903	82,773
3d.	Percent of calls answered by a rep. within 30 secs.	85%	87%	88%	89%	92%	94%	86%	78%	74%	83%	80%	73.5%
4	**Non-Emergency Service Response Time**												
4a.	Service/meter work orders received	264	246	230	325	251	293	350	348	375	336	349	213
4b.*	Days to complete all svc/mtr jobs	1,143	443	439	838	637	812	904	826	1,236	800	1,647	569
4c.	Avg. days to complete all svc/mtr jobs	4	2	2	3	3	3	3	2.4	3.0	2	5	3
4d.	Street light work orders received	611	453	390	467	348	443	420	560	732	833	781	836
4e.	Days to complete all street light jobs	1,817	1,027	969	957	758	1,616	1700	1,372	1,853	1,735	2,262	2644
4f.	Avg. days to complete all street light jobs	3	2	2	2	2	4	4	2	3	2	3	3
4g.	Tree trimming work orders received	117	84	102	319	333	439	566	511	659	528	525	205
4h.*	Days to complete all tree trimming jobs	663	405	680	1407	1,778	1,683	4259	2,889	5,384	5,487	7,669	5207
4i.	Avg. days to complete all tree trimming jobs	6	5	7	4	5	4	8	6	8	10	15	25
5	**Estimated Readings**												
5a.	Total meters scheduled to be read	340,474	343,653	340,894	344,268	340,487	343,967	340,357	342,915	340,369	342,925	340,347	342,790
5b.	Total estimated readings made	16,668	23,629	19,315	14,446	9,998	14,559	13,780	15,572	12,359	15,473	13,451	15,996
6	**Consumer Complaints to the PSC**												
6a.	Complaint per 100,000 customers	1.0	1.5	0.8	0	0	1.3	2.0	1.8	1.8	1.8	0.3	0.3
7	**Customer Satisfaction**												
7a.	Percent of customers satisfied	na	na	na	na	na	na	na	na	na	na	na	na
7b.	Satisfaction Index **(each quarter)**	na	na	8.1	na	na	7.9	na	na	8.0	na	na	7.9

March through December streetlights:# of days to complete for the area of Meter Operations was unavailable. Calculated and used the average of all streetlights areas over the last year multiplied by Meter Operations work orders for March.Aver

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

**Preliminary. RG&E will provide an update when final iinformation becomes available.

Numbers appearing in yellow revised from previous report

** CERTIFICATION **

I certify that I have examined this report and that all statements contained herein are true, complete and correct to the best of my knoweledge, information and belief.

_____

signature

_____

print

CONSOLIDATED EDISON OF NY	Customer Performance Indicators

Item	INDICATOR	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05
	1. Appointments												
a.	Appointments made	5,155	5,965	5,170	4,684	4,583	4,771	5,036	5,708	5,692	5,740	6,523	6,300
b.	Appointments kept	5,152	5,947	5,148	4,675	4,578	4,765	5,026	5,668	5,643	5,730	6,514	6,279
	2. Adjusted Bills												
a.	Total bills issued	4,275,944	4,275,944	4,275,944	4,275,944	4,275,944	4,275,944	4,275,944	4,275,944	4,275,944	4,275,944	4,275,944	4,275,944
b.	Total bills adjusted	14,015	13,959	15,304	13,534	13,655	14,032	15,028	15,648	16,047	16,691	16,486	14,843
	3. Telephone Answer Response												
a.	Total incoming calls received	623,002	567,897	643,178	559,365	580,151	639,144	633,521	808,621	762,412	774,633	710,234	747,197
b.	Percent of calls answered	93.8	95.6	96.9	96.9	95.5	94.9	93.9	91.4	93.4	93.4	95.0	95.0
c.	Total incoming calls requesting a representative	374,713	346,492	394,700	333,866	343,725	378,819	367,355	473,523	455,688	445,485	423,290	442,586
d.	Percent of calls answered by a rep. within 30 sec.	26.5	38.5	44.6	48.8	35.3	35.7	31.5	25.7	25.3	33.0	44.0	43.0
	4. Non-Emergency Service Response Time												
a.	Service/meter work orders received	716	548	556	576	454	518	508	501	517	681	609	657
b.*	Days to complete all svc/mtr jobs	234	269	390	223	110	183	299	268	238	292	253	445
c.	Avg. days to complete all svc/mtr jobs	1	1	1	1	1	1	1	1	1	1	1	1
d.	Street light work orders received	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
e.*	Days to complete all street light jobs	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
f.	Avg. days to complete all street light jobs	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
g.	Tree trimming work orders received	134	119	168	199	170	254	236	312	286	324	202	1,652
h.*	Days to complete all tree trimming jobs	349	242	241	295	361	546	679	892	1026	887	572	412
i.	Avg. days to complete all tree trimming jobs	2.6	2.0	1.4	1.5	2.1	2.1	2.9	2.9	3.6	2.7	2.8	2.5
	5. Estimated Readings												
a.**	Total meters scheduled to be read	4,469,874	4,441,767	4,513,012	4,494,127	4,523,440	4,500,142	4,525,368	4,500,799	4,531,099	4,509,482	4,541,273	4,517,331
b.	Total estimated readings made	652,408	600,022	562,675	588,109	596,580	610,113	662,728	663,044	637,389	645,868	600,361	654,050
	6. Consumer Complaints to the PSC												
	Complaints per 100,000 customers	1.5	1.7	1.7	1.5	1.7	1.6	1.9	2.9	2.3	1.7	2.3	
	7. Customer Satisfaction												
a.	Percent of customers satisfied	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
b.	Satisfaction Index	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

CENTRAL HUDSON CUSTOMER PERFORMANCE INDICATORS

Item	INDICATOR	JULY-05	AUG-05	SEPT-05	OCT-05	NOV-05	DEC-05
	1. Appointments						
a.	Appointments made	1,198	1,525	1,568	1,857	1,857	1,458
b.	Appointments kept	1,171	1,502	1,559	1,836	1,834	1,449
	2. Adjusted Bills						
a.	Total bills issued	189,538	182,428	182,377	182,579	182,516	189,140
b.	Total bills adjusted	8,545	1,494	1,834	1,690	2,464	2,314
	3. Telephone Answer Response						
a.	Total incoming calls received	48,543	60,258	58,160	63,318	71,403	53,777
b.	Percent of calls answered	95.5	92.1	91.1	83.2	68.5	77.5
c.	Total incoming calls requesting a representative	37,887	47,411	46,960	51,561	57,579	43,026
d.	Percent of calls answered by a rep. within 30 sec.	76	66	60.9	37.4	38.4	43.6
	4. Non-Emergency Service Response Time						
a.	Service/meter work orders received	469	556	444	573	498	393
b.*	Days to complete all svc/mtr jobs	2,245	2,507	4,880	2,981	4,936	7,541
c.	Avg. days to complete all svc/mtr jobs	5	5	11	5	10	19
d.	Street light work orders received	604	506	754	529	639	733
e.*	Days to complete all street light jobs	19,420	11,449	16,151	8,900	9,759	12,873
f.	Avg. days to complete all street light jobs	32	23	21	17	15	18
g.	Tree trimming work orders received	268	392	287	283	219	169
h.*	Days to complete all tree trimming jobs	2,427	3,468	3,258	2,639	5,491	4,351
i.	Avg. days to complete all tree trimming jobs	9	9	11	9	25	26
	5. Estimated Readings						
a.	Total meters scheduled to be read	191,910	196,308	192,440	196,929	192,979	197,914
b.	Total estimated readings made	5,904	5,940	5,332	6,843	5,723	20,562
	6. Consumer Complaints to the PSC						
	Complaints per 100,000 customers	0.3	1.7	1.7	0.3	3.4	0.7
	7. Customer Satisfaction						
a.	Percent of customers satisfied	92.9	92.9	93.4	92.3	90	91.5
b.	Satisfaction Index	91.4	90.6	91.6	90.3	88.9	89.7

***Tele stats are from 8:00 a.m. - 4:30 p.m., Monday through Friday**

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

CENTRAL HUDSON CUSTOMER PERFORMANCE INDICATORS

Item	INDICATOR	JULY-05	AUG-05	SEPT-05	OCT-05	NOV-05	DEC-05
	1. Appointments						
a.	Appointments made	1,198	1,525	1,568	1,857	1,857	1,458
b.	Appointments kept	1,171	1,502	1,559	1,836	1,834	1,449
	2. Adjusted Bills						
a.	Total bills issued	189,538	182,428	182,377	182,579	182,516	189,140
b.	Total bills adjusted	8,545	1,494	1,834	1,690	2,464	2,314
	3. Telephone Answer Response						
a.	Total incoming calls received	48,543	60,258	58,160	63,318	71,403	53,777
b.	Percent of calls answered	95.5	92.1	91.1	83.2	68.5	77.5
c.	Total incoming calls requesting a representative	37,887	47,411	46,960	51,561	57,579	43,026
d.	Percent of calls answered by a rep. within 30 sec.	76	66	60.9	37.4	38.4	43.6
	4. Non-Emergency Service Response Time						
a.	Service/meter work orders received	469	556	444	573	498	393
b.*	Days to complete all svc/mtr jobs	2,245	2,507	4,880	2,981	4,936	7,541
c.	Avg. days to complete all svc/mtr jobs	5	5	11	5	10	19
d.	Street light work orders received	604	506	754	529	639	733
e.*	Days to complete all street light jobs	19,420	11,449	16,151	8,900	9,759	12,873
f.	Avg. days to complete all street light jobs	32	23	21	17	15	18
g.	Tree trimming work orders received	268	392	287	283	219	169
h.*	Days to complete all tree trimming jobs	2,427	3,468	3,258	2,639	5,491	4,351
i.	Avg. days to complete all tree trimming jobs	9	9	11	9	25	26
	5. Estimated Readings						
a.	Total meters scheduled to be read	191,910	196,308	192,440	196,929	192,979	197,914
b.	Total estimated readings made	5,904	5,940	5,332	6,843	5,723	20,562
	6. Consumer Complaints to the PSC						
	Complaints per 100,000 customers	0.3	1.7	1.7	0.3	3.4	0.7
	7. Customer Satisfaction						
a.	Percent of customers satisfied	92.9	92.9	93.4	92.3	90	91.5
b.	Satisfaction Index	91.4	90.6	91.6	90.3	88.9	89.7

***Tele stats are from 8:00 a.m. - 4:30 p.m., Monday through Friday**

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

PSC CUSTOMER SERVICE PERFORMANCE INDICATORS

Company Name KeySpan Energy - Long Island

ITEM	INDICATOR	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05
1	Appointments												
1a.	Appointments made	3,168	3,727	3,275	3,235	3,069	3,984	3,573	3,734	3,549	2,723	2,478	2,299
1b.	Appointments kept	3,085	3,626	3,180	3,080	2,877	3,723	3,328	3,418	3,144	2226****	2,115	2,047
2	Adjusted Bills												
2a.	Total bills issued	1,125,271	1,124,042	1,150,748	1,148,211	1,153,660	1,157,642	1,087,548	1,136,633	1,125,225	1,140,161	1,145,378	1,135,282
2b.	Total bills adjusted	5,324	5,140	4,811	5,942	6,352	6,502	4,712	5,593	4,616	4,965	7,360	7,069
3	Telephone Answer Response												
3a.	Total incoming calls received	258,424	228,251	258,445	245,935	226,825	252,356	264,437	318,946	260,060	348,179	298,049	273,937
3b.	Percent of calls answered	93.6	93.4	94.1	95.3	95.3	93.60%	93.70%	93.70%	92.40%	93.70%	88.9	91.3
3c.	Total incoming calls requesting a respresentative	173,425	160,059	172,397	164,271	160,066	172,888	169,309	197,830	181,020	209,635	204,713	183,795
3d.	Percent of calls answered by a rep. Within 45 secs.	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	n/A
4	Non-Emergency Service Response Time												
4a.	Service/meter work orders received	7,055	6,654	7,708	9,573	10,340	7,417	6,352	7,584	9,854	9,616	7,549	7,066
4b.	Days to complete all svc/mtr jobs*	1	1	1	1	1	1	1	1	1	1	1	1
4c.	Avg. days to complete all svc/mtr jobs	1	1	1	1	1	1	1	1	1	1	1	1
5	Estimated Readings												
5a.	Total meters scheduled to be read	785,712	894,086	917,058	902,776	917,974	903,459	918,327	904,307	919,948	905,133	921,167	904,318
5b.	Total estimated readings made	77,787	90,982	85,990	86,256	85,950	85,944	89,955	93,313	93,061	95,940	94,361	93,938
6	Consumer Complaints to the PSC												
6a.	Complaint per 100,000 customers**	1.2	0.8	0.4	0.2	1.2	0.4	0	0.6	1	1	0.8	
7	Customer Satisfaction												
7a.	Percent of customers satisfied ***	91.90%	90.70%	86.00%	84.80%	82.50%	84.70%	85.90%	87.70%	83.30%	80.00%	82.40%	
7b.	Satisfaction Index	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/A	

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

**Several months lag, figures obtained from PSC website.

***One month lag.

****Gas Customer Service took over gas special reads and turn on orders.

** CERTIFICATION **

I certify that I have examined this report and that all statements contained herein are true, complete and correct to the best of my knowledge, information and belief.

Kathleen A.. Schwarting
Signature

Print

Senior Supervisor
Title

06/28/05
Date

PSC CUSTOMER SERVICE PERFORMANCE INDICATORS

Company name NATIONAL FUEL GAS

ITEM	INDICATOR	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05
1	**Appointments**												
1a.	Appointments made	1,416	1,407	1,518	1,541	1360	1495	1081	996	907	951	1275	1568
1b.	Appointments kept	1,388	1,375	1,480	1,492	1322	1449	1050	969	874	919	1237	1523
2	**Adjusted Bills**												
2a.	Total bills issued	498,829	477,317	531,598	506,943	509726	549019	501760	555229	503754	499016	475044	476436
2b.	Total bills adjusted	8,836	7,903	9,639	9,057	8184	10357	7572	6796	6567	7319	10501	9328
3	**Telephone Answer Response**												
3a.	Total incoming calls received	123,347	103,627	115,557	115,079	119931	114249	100852	114555	112675	127779	125717	127366
3b.	Percent of calls answered	91.90%	96.30%	96.30%	96.90%	96.60%	96.80%	96.10%	96.90%	96.80%	96.10%	95.50%	95.40%
3c.	Total incoming calls requesting a representative	123,347	103,627	115,557	115,079	119931	114249	100852	114555	112675	127779	125717	127366
3d.	Percent of calls answered by a rep. within 30 secs.	51.50%	69.90%	69.30%	73.90%	73.00%	73.00%	73.10%	79.40%	78.50%	73.60%	67.20%	65.80%
4	**Non-Emergency Service Response Time**												
4a.	Service/meter work orders received	695	438	334	265	240	234	248	197	289	310	319	430
4b.*	Days to complete all svc/mtr jobs	1,011	662	584	475	495	480	710	468	496	545	748	868
4c.	Avg. days to complete all svc/mtr jobs	1.5	1.5	1.7	1.8	2.1	2.1	2.9	2.4	1.7	1.8	2.3	2.0
4d.	Street light work orders received	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
4e.	Days to complete all street light jobs	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
4f.	Avg. days to complete all street light jobs	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
4g.	Tree trimming work orders received	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
4h.*	Days to complete all tree trimming jobs	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
4i.	Avg. days to complete all tree trimming jobs	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
5	**Estimated Readings**												
5a.	Total meters scheduled to be read	268,461	271,257	270,783	270,351	266377	265410	261782	262383	260332	263373	264873	269565
5b.	Total estimated readings made	47,757	45,333	46,109	39,444	33863	34298	36587	37752	39293	35510	37226	36604
6	**Consumer Complaints to the PSC**												
6a.	Complaint per 100,000 customers	0.8	0.8	0.6	1.4	1.8	1.2	1.2	2.1	1.4	1.8	0.4	1.2
7	**Customer Satisfaction**												
7a.	Percent of customers satisfied	89.80%	89.80%	93.00%	93.00%	93.00%	89.70%	89.70%	89.70%	93.20%	93.20%	93.20%	88.00%
7b.	Satisfaction index	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

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

Note: The August 2005 "Consumer Complaints to the PSC" complaint rate per 100,000 customers is based on the revisions as agreed to by the Company and the PSC in Case 04-G-1047.

Note: The "Customer Satisfaction" percent of customers satisfied indicator continues to be reported as in the past. No change has been made to reflect the rate plan year that was effective August 1, 2005.

** CERTIFICATION **

I certify that I have examined this report and that all statements contained herein are true, complete and correct to the best of my knoweledge, information and belief.

_____

signature

_____

Niagara Mohawk Power Corporation
d/b/a National Grid

ITEM	INDICATOR	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05
1	Appointments												
1a.	Appointments made	3,036	2,957	3,341	3,600	3,585	3,564	3,252	4,426	4,156	5,440	4,204	3,686
1b.	Appointments kept	2,863	2,798	3,213	3,416	3,413	3,423	3,091	4,173	3,923	5,007	3,894	3,370
2	Adjusted Bills												
2a.	Actual Meter Reads	2,109,124	2,111,733	2,118,497	2,122,366	2,182,129	2,184,180	2,182,850	2,186,249	2,187,741	2,189,988	2,137,227	2,139,246
2b.	Cancel/Rebills Net Of Customer Reads	20,356	14,997	19,990	27,619	14,752	18,651	16,423	14,637	16,053	16,575	10,317	23,526
3	Telephone Answer Response (All Call Centers)												
3a.	Total incoming calls received	294,998	250,260	277,700	276,458	279,646	309,505	273,670	300,916	294,879	306,047	286,678	267,623
3b.	Percent of calls answered	98.1%	98.0%	98.6%	98.3%	98.3%	98.2%	98.4%	98.2%	98.0%	97.9%	97.0%	97.4%
3c.	Total incoming calls requesting a respresentative	289,346	245,298	273,754	271,852	274,891	303,790	269,366	295,468	288,938	299,502	278,056	260,627
3d.	Percent of calls answered by a rep. within 30 secs.	81.1%	79.5%	84.0%	83.1%	81.0%	79.3%	80.5%	76.0%	75.4%	75.8%	75.9%	77.1%
4	Non-Emergency Service Response Time												
4a.	Service/meter work orders received	181	116	109	195	327	271	302	371	411	333	236	188
4b.*	Days to complete all svc/mtr jobs	6,904	3,945	5,438	5,175	9,714	7,061	6,680	12,386	12,732	12,278	8,620	7,715
4c.	Avg. days to complete all svc/mtr jobs	38.1	34.0	49.9	26.5	29.7	26.1	22.1	33.4	31.0	36.9	36.5	41.0
4d.	Street light work orders received	1,910	1,368	1,401	1,333	1,229	1,156	1,212	1,690	1,773	1,933	1,768	1,516
4e.	Days to complete all street light jobs	25,298	18,578	13,092	12,333	10,005	9,935	5,781	8,630	9,378	12,877	12,032	9,755
4f.	Avg. days to complete all street light jobs	13.2	13.6	9.3	9.3	8.1	8.6	4.8	5.1	5.3	6.7	6.8	6.4
4g.	Tree trimming work orders received	290	185	306	1,034	913	1,403	1,339	1,475	1,456	1,350	1,057	441
4h.*	Days to complete all tree trimming jobs	2,588	1,503	1,360	6,328	4,244	8,284	9,661	13,548	10,825	10,339	9,849	7,706
4i.	Avg. days to complete all tree trimming jobs	8.9	8.1	4.4	6.1	4.6	5.9	7.2	9.2	7.4	7.7	9.3	17.5
5	Estimated Readings												
5a.	Total meters scheduled to be read	2,171,186	2,171,960	2,172,459	2,173,066	2,232,074	2,234,075	2,233,648	2,236,068	2,236,169	2,239,151	2,182,039	2,184,189
5b.	Total estimated readings made	64,954	63,033	56,700	53,444	52,835	52,595	53,294	52,381	50,965	51,489	46,989	46,953
6	Consumer Complaints to the PSC												
6a.	Complaint per 100,000 customers	1.31	1.01	1.13	0.77	1.66	1.31	0.95	1.25	1.43	1.19	1.07	0.65
7	Customer Satisfaction												
7a.	Percent of customers satisfied												
7b.	Satisfaction Index (Quarterly)			83.4%			82.3%			81.3%			83.2%

NEW YORK STATE ELECTRIC & GAS Customer Service Indicators
2005

Indicator	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1. Appointments												
Appointments Made	1,823	1,882	2,179	2,406	2,717	2,975	2,588	3,173	2,701	2,950	2,271	2,071
Appointments Kept	1,815	1,880	2,171	2,405	2,711	2,966	2,580	3,164	2,677	2,936	2,261	2,054
2. Adjusted Bills												
Total Bills Issued	1,111,684	1,111,676	1,111,598	1,112,804	1,113,719	1,115,094	1,115,308	1,116,655	1,110,815	1,115,288	1,116,042	1,116,918
Total Bills Adjusted	928	808	1,147	988	927	1,186	1,084	1,408	1,601	1,191	1,100	947
3. Telephone Answer Response												
Total Incoming Calls Received	140,880	125,194	133,093	142,128	148,299	179,004	151,264	170,199	141,162	142,413	146,331	107,127
Percent of Calls Answered	97.0%	98.9%	97.9%	98.4%	97.9%	98.5%	98.4%	98.4%	98.4%	98.1%	97.0%	98.8%
Total Incoming Call Requesting a Rep.	108,747	90,545	104,196	98,714	104,146	119,874	107,537	129,319	122,745	126,143	126,215	111,095
Percent of Calls Answered by Rep. Within 30 sec.	79.0%	77.0%	84.0%	71.0%	69.0%	59.0%	54.0%	45.0%	78.0%	76.0%	52.0%	66.0%
4. Non-Emergency Service Response Time												
Service/ Meter Work Orders Received	1,023	887	895	765	665	905	897	1,158	1,028	1,063	992	780
Number of Days to Complete Service/Meter Work Orders Received	2,316	2,438	4,264	1,573	1,763	4,348	6,230	6,793	5,061	5,231	4,920	4,554
Average Number of Days to Complete Service/Meter Work Orders Received	2.3	2.7	4.8	2.1	2.7	4.8	6.9	5.9	4.9	4.9	5.0	5.8
Total Street Light Orders Received	1,090	1,217	945	992	823	711	658	792	840	1,156	484	1,334
Average Number of Days to Complete Street Light Orders Received	1.4	1.6	1.3	1.6	1.6	1.4	2.2	1.9	1.9	2.2	3.2	2.2
Tree Trimming Work Orders Received	267	195	253	732	447	1,082	727	703	875	792	612	461
5. Estimated Readings												
Total Meters Scheduled to be Read	575,843	615,290	587,798	624,810	595,267	634,317	594,346	632,621	599,352	626,111	600,244	628,465
Total Meters Estimated	27,926	30,076	22,146	19,969	15,137	22,912	15,309	24,358	17,131	23,314	18,621	32,585
6. Consumer Complaints to PSC												
Complaints per 100,000 Customers	0.2	0.1	0.2	0.3	0.3	0.1	0.2	0.6	0.3	0.3	0.6	0.5
7. Customer Satisfaction												
Percent of Customers Satisfied (Total Population) (*)	N/A	N/A	N/A	N/A	N/A	79.1%	79.1%	79.1%	79.1%	79.1%	79.1%	79.6%
Percent of Customers Satisfied (Recent Contacts)	91.2%	87.2%	88.5%	86.2%	85.8%	87.4%	85.2%	82.0%	85.0%	83.4%	87.9%	88.0%

* Visionary Research Survey Completed Twice Per Year (June & October)

DATE SUBMITTED: 1/27/2006

O&R CUSTOMER PERFORMANCE INDICATORS- 2005

ITEM	INDICATOR	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05
1	**Appointments**												
1a.	Appointments made	519	766										
1b.	Appointments kept	519	766										
2	**Adjusted Bills**												
2a.	Total bills issued	287,749	215,652										
2b.	Total bills adjusted	4,872	5,071*										
3	**Telephone Answer Response**												
3a.	Total incoming calls received	46,986***	46,336										
3b.	Percent of calls answered	98%	99%										
3c.	Total incoming calls requesting a respresentative	35,375	32,665										
3d.	Percent of calls answered by a rep. within 30 secs.	66%	68%										
4	**Non-Emergency Service Response Time**												
4a.	Service/meter work orders received	46	36										
4b.*	Days to complete all svc/mtr jobs	419	567										
4c.	Avg. days to complete all svc/mtr jobs	9	16										
4d.	Street light work orders received	700	508										
4e.	Days to complete all street light jobs	6,300	2,540										
4f.	Avg. days to complete all street light jobs	9	5										
4g.	Tree trimming work orders received	14	21										
4h.*	Days to complete all tree trimming jobs	231	271										
4i.	Avg. days to complete all tree trimming jobs	17	13										
5	**Estimated Readings**												
5a.	Total meters scheduled to be read	415,612	415,690										
5b.	Total estimated readings made	46,336	38,286										
6	**Consumer Complaints to the PSC**												
6a.	Complaints per 100,000 customers	0.5	0.9										
7	**Customer Satisfaction**												
7a.	Percent of customers satisfied	91%	**										

** The Customer Satisfaction results will be on a one month lag for data.The report has been corrected to reflect the satisfaction levels for the appropriate month.

*Due to the functionality of Orange and Rockland's billing system, the number of adjusted bills reflects the actual number of services adjusted within the billing month. A service represents an electric or gas meter. If both electric and gas services are adjusted on the account, two adjustments will be recorded.

O&R CUSTOMER PERFORMANCE INDICATO

ITEM	INDICATOR	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05
1	**Appointments**							
1a.	Appointments made	519						
1b.	Appointments kept	519						
2	**Adjusted Bills**							
2a.	Total bills issued	287,749						
2b.	Total bills adjusted	4,872						
3	**Telephone Answer Response**							
3a.	Total incoming calls received	50,006						
3b.	Percent of calls answered	98%						
3c.	Total incoming calls requesting a respresentative	49,188						
3d.	Percent of calls answered by a rep. within 30 secs.	66%						
4	**Non-Emergency Service Response Time**							
4a.	Service/meter work orders received	46						
4b.*	Days to complete all svc/mtr jobs	419						
4c.	Avg. days to complete all svc/mtr jobs	9						
4d.	Street light work orders received	700						
4e.	Days to complete all street light jobs	6300						
4f.	Avg. days to complete all street light jobs	9						
4g.	Tree trimming work orders received	14						
4h.*	Days to complete all tree trimming jobs	231						
4i.	Avg. days to complete all tree trimming jobs	17						
5	**Estimated Readings**							
5a.	Total meters scheduled to be read	415,612						
5b.	Total estimated readings made	46,336						
6	**Consumer Complaints to the PSC**							
6a.	Complaints per 100,000 customers	1.0						
7	**Customer Satisfaction**							
7a.	Percent of customers satisfied	**						
7b.								

** The Customer Satisfaction results will be on a one month lag for data.The report has been corrected to reflect the satisfaction l
satisfaction levels will not be available until the end of January 2005

*Due to the functionality of Orange and Rockland's billing system, the number of adjusted bills reflects the actual number of servic
represents an electric or gas meter. If both electric and gas services are adjusted on the account, two adjustments will be recorde

O&R CUSTOMER PERFORMANCE INDICATORS- 2005

ITEM	INDICATOR	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05
1	**Appointments**												
1a.	Appointments made	519	766	705	527	642	555	494	605	598	549	572	608
1b.	Appointments kept	519	766	705	527	642	555	494	605	598	549	572	608
2	**Adjusted Bills**												
2a.	Total bills issued	287,749	215,652	218,711	294,701	226,573	220,894	220,752	216,428	222,236	220,369	223,831	229,656
2b.	Total bills adjusted	4,872	5,071*	5,150*	4,918*	6,034*	4,224*	3,751*	4,981*	5,888*	3,693*	5,136*	5,803*
3	**Telephone Answer Response**												
3a.	Total incoming calls received	46,986***	46,336	53,095	49,448	50,261	51,891	55,466	69,690	55,230	57,251	56,837	57,581
3b.	Percent of calls answered	98%	99%	98%	98%	99%	98%	98%	98%	98%	98%	97%	97%
3c.	Total incoming calls requesting a respresentative	35,375	32,665	37,252	34,368	35,819	35,870	36,131	45,706	39,638	39,136	39,174	40,260
3d.	Percent of calls answered by a rep. within 30 secs.	66%	68%	67%	67%	73%	73%	69%	63%	67%	64%	58%	60%
4	**Non-Emergency Service Response Time**												
4a.	Service/meter work orders received	46	36	47	94	77	71	80	96	80	70	56	52
4b.*	Days to complete all svc/mtr jobs	419	567	370	748	702	661	713	1156	1511	828	4055	635
4c.	Avg. days to complete all svc/mtr jobs	9	16	8	8	9	9	9	12	19	12	19	12
4d.	Street light work orders received	700	508	658	501	590	498	432	571	670	891	929	685
4e.	Days to complete all street light jobs	6,300	2,540	2,632	2,505	2360	2490	3024	4568	4690	7128	8361	7535
4f.	Avg. days to complete all street light jobs	9	5	4	5	4	5	7	8	7	8	9	11
4g.	Tree trimming work orders received	14	21	40	56	93	103	24	171	167	150	119	135
4h.*	Days to complete all tree trimming jobs	231	271	986	428	1819	2229	635	4731	6463	4889	4626	5251
4i.	Avg. days to complete all tree trimming jobs	17	13	25	8	20	22	26	28	39	33	39	39***
5	**Estimated Readings**												
5a.	Total meters scheduled to be read	415,612	415,690	416,166	416,278	416,508	416,772	417,983	417,422	417,736	417,987	417,650	418,715
5b.	Total estimated readings made	46,336	38,286	32,940	19,975	19,940	22,592	38,736	26,138	24,666	26,251	23,613	52584****
6	**Consumer Complaints to the PSC**												
6a.	Complaints per 100,000 customers	0.5	0.9	0.5	0.5	1.4	0.9	0.9	0.9	1.9	0.5	0.5	0.9
7	**Customer Satisfaction**												
7a.	Percent of customers satisfied	91%	90%	89%	92%	89%	92%	93%	92%	91%	83%	87%**	

** The Customer Satisfaction results will be on a one month lag for data.The report has been corrected to reflect the satisfaction levels for the appropriate month.

*Due to the functionality of Orange and Rockland's billing system, the number of adjusted bills reflects the actual number of services adjusted within the billing month. A service represents an electric or gas meter. If both electric and gas services are adjusted on the account, two adjustments will be recorded.

***Tree trimming jobs are scheduled for completion based on manpower and priority/emergency situations. This could result in a higher number of days to complete each actual request.

****During the Month of December we experience several occasions in which the weather impacted our ability to read

Company Name ROCHESTER GAS AND ELECTRIC CORP.

ITEM	INDICATOR	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06
1	Appointments*												
1a.	Appointments made	4,347	4,234	4,113	3,681	4,023	3,582	2994	3,817	3,922	1,812	1,432	1,650
1b.	Appointments kept	4,343	4,232	4,112	3,681	4,022	3,579	2983	3,811	3,918	1,690	1,312	1,545
2	Adjusted Bills**												
2a.	Total bills issued	389,810	369,720	408,491	362,883	386,317	385,555	346,733	382,161	333,552	415,003	394,391	382,627
2b.	Total bills adjusted	2,929	2,786	2,662	2,305	2,488	2,388	2,034	2,138	2,288	3,620	10,367	11,448
3	Telephone Answer Response												
3a.	Total incoming calls received	75,447	105,116	75,858	59,004	72,882	65,825	66,139	78,441	88,364	109,169	85,533	83,668
3b.	Percent of calls answered	99%	98%	98%	100%	99%	100%	97%	93%	64%	75%	86%	92%
3c.	Total incoming calls requesting a respresentative	71,465	72,087	71,136	56,907	68,076	63,440	61,436	68,527	48,754	72,574	66,570	71,719
3d.	Percent of calls answered by a rep. within 30 secs.	86%	83%	89%	94%	90%	96%	88%	56%	28%	27%	32%	39%
4	Non-Emergency Service Response Time***												
4a.	Service/meter work orders received	109	142	120	127	177	136	105	154	129			
4b.	Days to complete all svc/mtr jobs	605	251	288	315	445	547	175	274	535			
4c.	Avg. days to complete all svc/mtr jobs	6	2	2	2	3	4	2	2	4.1			
4d.	Street light work orders received	52	40	27	25	30	35	25	40	67			
4e.	Days to complete all street light jobs	215	10	197	117	113	131	124	141	194			
4f.	Avg. days to complete all street light jobs	4	0	7	5	4	4	5	4	3			
4g.	Tree trimming work orders received	140	456	309	364	376	374	311	447	834			
4h.	Days to complete all tree trimming jobs	632	1,069	1,199	1474	1,400	1,772	1548	2,254	3,747			
4i.	Avg. days to complete all tree trimming jobs	5	2	4	4	4	5	5	5	4			
5	Estimated Readings												
5a.	Total meters scheduled to be read	341,636	344,513	343,447	346,074	342,352	344,631	341,402	343,470	340,511	342,578	341,203	344,636
5b.	Total estimated readings made	12,198	14,862	11,795	13,941	14,292	16,402	16,181	17,465	18,175	17,003	17,206	19,157
6	Consumer Complaints to the PSC												
6a.	Complaint per 100,000 customers	1.3	0.5	0.3	0.5	2.5	1.5	1.0	1.5	1.3	1.3	2	0.8
7	Customer Satisfaction												
7a.	Percent of customers satisfied	na	na	na	na	na	na	na	na	na	na	na	na
7b.	Satisfaction Index (each quarter)	na	na	7.9	na	na	7.8	na	na	7.7	na	na	7.6

* More comprehensive coding is available in the new system which enables us to capture appointments more completely, we've found that 2006 reporting included some tasks that were not appointments made by a customer. Added a manual review for validation of data.

** More comprehensive coding is available in the new system which enables us to capture adjustments and bills issued more completely.

*** Automation of new system report has been completed. Validation of report is in progress. 2006 stats will be available upon completion of validation

CONSOLIDATED EDISON OF NY	Customer Performance Indicators

Item	INDICATOR	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06
	1. Appointments												
a.	Appointments made	6,782	5,844	4,395	3,583	4,268	4,773	5,391	6,003	5,494	5,603	5,313	5,141
b.	Appointments kept	6,770	5,833	4,379	3,567	4,251	4,754	5,378	5,982	5,429	5,581	5,291	5,102
	2. Adjusted Bills												
a.	Total bills issued	4,308,362	4,308,362	4,308,362	4,308,362	4,308,362	4,308,362	4,308,362	4,308,362	4,308,362	4,308,362	4,308,362	4,308,362
b.	Total bills adjusted	16,399	16,272	14,881	12,231	13,661	14,413	14,166	14,183	15,263	16,216	15,276	14,376
	3. Telephone Answer Response												
a.	Total incoming calls received	805,968	634,382	685,292	540,582	629,319	648,436	734,358	818,034	796,810	741,189	605,316	643,627
b.	Percent of calls answered	96.7	98.6	99.0	97.9	97.5	97.0	95.6	92.3	91.6	92.7	95.7	76.0
c.	Total incoming calls requesting a representative	472,134	414,820	451,477	355,200	400,653	402,708	411,754	486,079	425,682	429,924	360,317	345,697
d.	Percent of calls answered by a rep. within 30 sec.	60.9	82.0	91.3	86.8	81.1	66.4	60.1	47.7	30.8	29.2	47.3	53.7
	4. Non-Emergency Service Response Time												
a.	Service/meter work orders received	610	508	576	575	569	537	505	452	482	541	559	526
b.*	Days to complete all svc/mtr jobs	178	136	197	292.45	233.67	182	224	278	193	282.4	241.67	214.13
c.	Avg. days to complete all svc/mtr jobs	1	1	1	1	1	1	1	1	1	1	1	1
d.	Street light work orders received	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
e.*	Days to complete all street light jobs	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
f.	Avg. days to complete all street light jobs	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
g.	Tree trimming work orders received	194	125	244	194	293	370	407	362	600	427	237	117
h.*	Days to complete all tree trimming jobs	459	274	243	132	330	458	513	657	1093	651	499	235
i.	Avg. days to complete all tree trimming jobs	2.4	2.2	1.0	0.7	1.1	1.2	1.3	1.8	1.8	1.5	2.1	2.0
	5. Estimated Readings												
a.**	Total meters scheduled to be read	4,498,247	4,471,085	4,558,650	4,536,022	4,571,904	4,541,264	4,569,867	4,544,648	4,545,985	4,551,247	4,581,838	4,563,188
b.	Total estimated readings made	608,000	619,730	597,487	643,844	650,090	638,957	663,592	653,828	585,772	602,273	588,316	629,485
	6. Consumer Complaints to the PSC												
	Complaints per 100,000 customers	2.1	2.1	3.2	1.9	2.1	1.9	2.1	2.2	2.5	2.6	2.6	2.2
	7. Customer Satisfaction												
a.	Percent of customers satisfied	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
b.	Satisfaction Index	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

CENTRAL HUDSON CUSTOMER PERFORMANCE INDICATORS

Item	INDICATOR	JUL-06	AUG-06	SEP-06	OCT-06	NOV-06	DEC-06
	1. Appointments						
a.	Appointments made	1,226	1,709	1,672	1,994	1,823	1,336
b.	Appointments kept	1,223	1,708	1,664	1,989	1,818	1,331
	2. Adjusted Bills						
a.	Total bills issued	184,941	185,267	188,562	187,735	183,824	187,932
b.	Total bills adjusted	1,642	1,782	2,071	2,338	1,882	1,715
	3. Telephone Answer Response						
a.	Total incoming calls received	60,096	67,699	68,426	70,696	59,667	48,240
b.	Percent of calls answered	80	86.1	82.8	74.5	87.7	91.3
c.	Total incoming calls requesting a representative	40,386	42,902	44,907	46,415	39,257	32,694
d.	Percent of calls answered by a rep. within 30 sec.	64.4	66.4	65.3	63.8	67.1	62.6
	4. Non-Emergency Service Response Time						
a.	Service/meter work orders received	444	639	767	822	661	591
b.*	Days to complete all svc/mtr jobs	1,714	2,040	3,349	3,133	5,292	9,098
c.	Avg. days to complete all svc/mtr jobs	3.9	3.2	4	4	8	15
d.	Street light work orders received	316	579	454	542	654	703
e.*	Days to complete all street light jobs	5,573	12,481	8,107	8,858	9,426	11,806
f.	Avg. days to complete all street light jobs	18	22	18	16	14	17
g.	Tree trimming work orders received	266	350	320	276	280	202
h.*	Days to complete all tree trimming jobs	939	998	1,630	825	2,596	1,037
i.	Avg. days to complete all tree trimming jobs	4	3	5	3	9	5
	5. Estimated Readings						
a.	Total meters scheduled to be read	194,565	199,545	195,177	200,094	195,663	200,744
b.	Total estimated readings made	8,084	10,602	7,507	6,343	5,594	5,072
	6. Consumer Complaints to the PSC						
	Complaints per 100,000 customers	0.7	1	0.7	0	2.7	0.3
	7. Customer Satisfaction						
a.	Percent of customers satisfied	92.9	92	91.8	91.5	91.9	93.3
b.	Satisfaction Index	91.9	90.3	89.2	90	90.8	91.4

***Tele stats are from 8:00 a.m. - 4:30 p.m., Monday through Friday**

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

PSC CUSTOMER SERVICE PERFORMANCE INDICATORS

Company Name KeySpan Energy Delivery - Long Island

ITEM	INDICATOR	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06
1	Appointments												
1a.	Appointments made	2,715	2,760	3,279	2,434	2,307	2,020	1,907	1,781	1,608	1,740	2,033	1,858
1b.	Appointments kept****	2,410	2,393	2,858	2,192	2,110	1,838	1,651	1,610	1,398	1,526	1,853	1,683
2	Adjusted Bills												
2a.	Total bills issued	529,332	516,602	508,963	494,552	534,304	511,055	504,195	519,452	379,168	526,541	507,301	516,501
2b.	Total bills adjusted	9,273	8,238	8,167	5,258	7,975	6,984	6,366	6,589	4,293	5,838	6,245	6,552
3	Telephone Answer Response												
3a.	Total incoming calls received	104,583	91,953	91,308	72,311	78,880	70,317	70,092	70,067	65,499	77,540	68,660	78,621
3b.	Percent of calls answered	87.3	90.2	97.4	97.1	95.7	94.20%	91.20%	92.50%	92.20%	93.00%	94%	92.70%
3c.	Total incoming calls requesting a respresentative	72,465	64,390	63,496	49,861	55,818	49,947	48,550	49,002	45,332	54,844	46,762	53,020
3d.	Percent of calls answered by a rep. Within 45 secs.	17.3	15.9	60.1	57.8	44.5	30.3	19.2	20.2	21.7	28.9	28.5	23.4
4	Non-Emergency Service Response Time												
4a.	Service/meter work orders received	10,185	12,307	6,689	12,307	8,010	7,350	6,651	7,872	7,437	8,880	7,068	6,779
4b.	Days to complete all svc/mtr jobs*	1	1	1	1	1	1	1	1	1	1	1	1
4c.	Avg. days to complete all svc/mtr jobs	1	1	1	1	1	1	1	1	1	1	1	1
5	Estimated Readings												
5a.	Total meters scheduled to be read	308,932	304,410	310,325	305,428	317,508	312,871	316,149	310,534	316,150	311,764	314,045	315,382
5b.	Total estimated readings made	73,664	77,944	74,330	75,845	75,516	77,003	76,380	76,878	73,987	75,883	75,122	77,938
6	Consumer Complaints to the PSC												
6a.	Complaint per 100,000 customers**	0.6	0.8	2	0.6	1.3	0.6	0	0.2	0.6	0.8	0.4	0.4
7	Customer Satisfaction												
7a.	Percent of customers satisfied ***	84.00%	87.00%	89.00%	86.00%	84.00%	91.00%	91.00%	87.00%	86.00%	84.00%	86.40%	89.90%
7b.	Satisfaction Index	n/a	n/a	n/a	n/A	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

**Several months lag, figures obtained from PSC website.

***One month lag.

****Gas Customer Service took over gas special reads.

PS "OMER SERVICE PERFORMANCE INDICATORS

ITEM	INDICATOR	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06
1	Appointments												
1a.	Appointments made												
1b.	Appointments kept												
2	Adjusted Bills												
2a.	Total bills issued	574,418	574,485	646,077	546,653	608,193	609,732	564,984	623,885	552,903	657,482	550,130	579,784
2b.	Total bills adjusted	14,977	14,161	14,749	13,179	13,238	13,355	11,185	13,559	11,904	12,618	9,780	10,456
3	Telephone Answer Response												
3a.	Total incoming calls received	240,718	230,015	252,404	206,250	224,118	206,289	193,812	204,620	190,028	211,206	185,861	183,422
3b.	Percent of calls answered	85.0	87.2	91.9	93.1	93.3	93.9	94.8	94.6	94.71	97.14	97.34	96.78
3c.	Total incoming calls requesting a respresentative	200,265	194,120	215,008	173,049	187,514	171,288	159,544	171,799	157,913	177,566	152,360	150,274
3d.	Percent of calls answered by a rep. Within 30 secs.	46.24	54.8	70.3	66.6	65.19	73.1	69.09	69.41	69.64	77.44	80.21	78.75
	Emergency SL calls answered by a rep within 30 sec	95.04	93.35	94.86	96.51	95.32	95.37	95.01	96.84	95.05	96.03	96.83	96.06
	Non-Emergency SL (w/ IVR) calls answered within 40 s	44.14	53.33	69.43	65.58	64.24	72.40	68.27	68.3	68.74	76.64	79.55	78.09
4	Non-Emergency Service Response Time												
4a.	Service/meter work orders received												
4b.*	Days to complete all svc/mtr jobs												
4c.	Avg. days to complete all svc/mtr jobs												
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	620,115	622,824	696,885	591,194	652,725	657,819	590,300	683,190	592,581	723,865	587,470	626,686
5b.	Total estimated readings made (%)	16	16	14	13	13	13	13	14	13	15	14	13
6	Consumer Complaints to the PSC												
6a.	Complaint per 100,000 customers	1.5	1.1	0.9	1.3	1.4	1.4	1.1	1.5	1.0	1.2	1.4	1.4
7	Customer Satisfaction												
7a.	Percent of customers satisfied	n/a											
7b.	Satisfaction Index	n/a											

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

** CERTIFICATION **

I certify that I have examined this report and that all statements contained herein are true, complete and correct to the best of my knoweledge, information and belief.

PSC CUSTOMER SERVICE PERFORMANCE INDICATORS

Company name NATIONAL FUEL GAS

ITEM	INDICATOR	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06
1	**Appointments**												
1a	Appointments made	1,883	1,574	1,548	1,142	1,084	1,055	852	892	808	734	787	856
1b.	Appointments kept	1,814	1,528	1,513	1,114	1,060	1,018	824	873	783	713	768	849
2	**Adjusted Bills**												
2a.	Total bills issued	503,900	474,695	552,172	456,917	538,495	546,222	510,813	549,939	474,471	521,612	475,096	451,177
2b.	Total bills adjusted	11,887	8,744	8,285	5,914	7,626	8,130	6,487	6,424	5,784	5,967	6,145	5,604
3	**Telephone Answer Response**												
3a.	Total incoming calls received	142,601	121,206	127,853	110,772	126,446	115,527	101,653	111,265	104,526	111,515	98,190	89,548
3b.	Percent of calls answered	96.4%	97.0%	97.3%	96.8%	97.3%	97.5%	97.6%	97.4%	97.6%	96.9%	97.5%	97.4%
3c.	Total incoming calls requesting a representative	142,601	121,206	127,853	110,772	126,446	115,527	101,653	111,265	104,526	111,515	98,190	89,548
3d.	Percent of calls answered by a rep. within 30 secs.	82.0%	84.3%	86.7%	85.7%	85.9%	86.2%	87.0%	84.7%	87.3%	84.8%	87.3%	85.4%
4	**Non-Emergency Service Response Time**												
4a.	Service/meter work orders received	277	348	304	162	224	190	156	161	196	328	231	254
4b *	Days to complete all svc/mtr jobs	781	705	518	322	376	296	229	249	289	420	404	370
4c	Avg. days to complete all svc/mtr jobs	2.8	2.0	1.7	2.0	1.7	1.6	1.5	1.5	1.5	1.3	1.7	1.5
4d.	Street light work orders received	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
4e.	Days to complete all street light jobs	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
4f.	Avg. days to complete all street light jobs	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
4g.	Tree trimming work orders received	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
4h.*	Days to complete all tree trimming jobs	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
4i.	Avg. days to complete all tree trimming jobs	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
5	**Estimated Readings**												
5a.	Total meters scheduled to be read	269,274	270,739	270,036	268,764	262,678	263,442	258,951	261,029	258,926	262,737	263,293	267,819
5b.	Total estimated readings made	34,958	32,198	33,718	31,554	33,227	32,378	35,927	31,927	33,827	33,706	33,406	33,566
6	**Consumer Complaints to the PSC**												
6a	Complaint per 100,000 customers	1.0	1.2	0.4	1.2	1.8	1.0	0.4	1.4	0.6	0.4	0.6	0.6
7	**Customer Satisfaction**												
7a.	Percent of customers satisfied	88.0%	88.0%	88.5%	88.5%	88.5%	89.9%	89.9%	89.9%	92.1%	92.1%	92.1%	94.1%
7b.	Satisfaction Index	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

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

Note: The August 2005 "Consumer Complaints to the PSC" complaint rate per 100,000 customers is based on the revisions as agreed to by the Company and the PSC in Case 04-G-1047.

Note: The "Customer Satisfaction" percent of customers satisfied indicator continues to be reported as in the past. No change has been made to reflect the rate plan year that was effective August 1, 2005.

** CERTIFICATION **

I certify that I have examined this report and that all statements contained herein are true, complete and correct to the best of my knoweledge, information and belief.

_____

signature

_____

print

Niagara Mohawk Power Corporation
d/b/a National Grid

ITEM	INDICATOR	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06
1	Appointments												
1a.	Appointments made	3,230	3,214	3,591	3,420	4,250	4,064	3,621	4,346	4,418	4,278	3,697	3,896
1b.	Appointments kept	3,102	3,008	3,404	3,164	3,895	3,840	3,425	4,206	4,310	4,139	3,578	3,796
2	Adjusted Bills												
2a.	Actual Meter Reads	2,144,384	2,146,566	2,148,768	2,162,061	2,198,465	2,197,682	2,198,501	2,199,443	2,203,390	2,146,362	2,152,393	2,151,024
2b.	Cancel/Rebills Net Of Customer Reads	21,169	14,297	15,423	12,510	15,617	15,764	12,855	15,440	17,311	12,668	14,717	20,131
3	Telephone Answer Response (All Call Centers)												
3a.	Total incoming calls received	301,803	310,724	277,904	240,749	294,783	300,681	298,040	323,681	300,232	434,464	268,957	253,784
3b.	Percent of calls answered	98.2%	97.1%	98.2%	98.1%	97.7%	98.1%	97.4%	97.7%	97.5%	97.3%	98.9%	98.8%
3c.	Total incoming calls requesting a respresentative	296,301	301,827	272,836	236,258	288,103	294,997	290,347	316,295	292,716	422,830	265,995	250,786
3d.	Percent of calls answered by a rep. within 30 secs.	80.2%	80.0%	83.6%	79.2%	76.6%	77.5%	74.7%	69.8%	67.4%	83.6%	85.2%	89.1%
4	Non-Emergency Service Response Time												
4a.	Service/meter work orders received	150	133	176	268	351	365	339	468	398	259	319	191
4b.*	Days to complete all svc/mtr jobs	7,677	5,768	8,944	11,676	12,148	6,911	5,422	13,463	12,649	7,436	9,100	8,396
4c.	Avg. days to complete all svc/mtr jobs	51.2	43.4	50.8	43.6	34.6	18.9	16.0	28.8	31.8	28.7	28.5	44.0
4d.	Street light work orders received	2,163	1,328	1,450	992	988	935	952	1,352	1,544	1,453	2,034	2,331
4e.	Days to complete all street light jobs	21,212	14,994	8,110	7,241	6,276	5,341	5,408	15,447	18,572	11,571	12,566	19,427
4f.	Avg. days to complete all street light jobs	9.8	11.3	5.6	7.3	6.4	5.7	5.7	11.4	12.0	8.0	6.2	8.3
4g.	Tree trimming work orders received	377	451	818	1,158	1,183	1,374	1,556	1,725	1,342	1,699	1,538	951
4h.*	Days to complete all tree trimming jobs	3,222	4,959	6,334	5,720	8,193	7,063	8,850	11,001	9,590	11,179	11,318	9,850
4i.	Avg. days to complete all tree trimming jobs	8.5	11.0	7.7	4.9	6.9	5.1	5.7	6.4	7.1	6.6	7.4	10.4
5	Estimated Readings												
5a.	Total meters scheduled to be read	2,185,447	2,186,852	2,187,629	2,188,491	2,246,561	2,248,524	2,248,068	2,250,198	2,249,961	2,252,516	2,195,410	2,196,736
5b.	Total estimated readings made	42,846	42,143	40,579	28,335	50,138	52,805	51,337	52,733	48,617	108,198	44,898	47,509
6	Consumer Complaints to the PSC												
6a.	Complaint per 100,000 customers	0.65	1.18	0.95	0.71	0.89	0.77	1.54	0.95	1.06	0.95	1.12	1.01
7	Customer Satisfaction												
7a.	Percent of customers satisfied												
7b.	Satisfaction Index (Quarterly)			79.6			80.8			80.8			80.3

NEW YORK STATE ELECTRIC & GAS Customer Service Indicators
2006

Indicator	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1. Appointments*												
Appointments Made	1,377	2,153	4,156	4,394	5,390	5,231	4,202	5,402	4,512	3,525	3,924	3,157
Appointments Kept	1,250	1,984	3,969	4,244	5,133	4,988	3,927	5,140	4,272	3,333	3,748	3,044
2. Adjusted Bills**												
Total Bills Issued	1,117,104	888,947	883,522	874,976	969,019	931,292	879,511	981,302	899,232	972,070	899,923	913,175
Total Bills Adjusted	635	4,613	16,324	17,194	32,299	40,879	27,896	60,236	58,966	46,632	28,909	30,438
3. Telephone Answer Response												
Total Incoming Calls Received	133,514	162,355	184,507	162,533	191,371	215,278	204,733	213,522	183,480	175,764	142,215	150,350
Percent of Calls Answered	99.0%	99.1%	92.2%	93.7%	92.3%	85.7%	92.2%	94.9%	92.3%	96.5%	96.8%	97.7%
Total Incoming Call Requesting a Rep.	131,670	133,486	146,468	126,858	166,218	185,018	177,807	190,156	153,736	178,552	129,046	137,151
Percent of Calls Answered by Rep. Within 30 sec.	47.0%	37.0%	25.0%	26.0%	26.0%	18.0%	11.0%	13.0%	17.0%	35.0%	33.0%	32.0%
4. Non-Emergency Service Response Time												
Service/ Meter Work Orders Received	770	1,374	715	703	963	990	911	1,300	1,328	1,276	1,154	1,298
Number of Days to Complete Service/Meter Work Orders Received	5,034	8,478	4,764	3,590	4,942	13,091	6,138	6,690	8,762	7,403	7,296	11,785
Average Number of Days to Complete Service/Meter Work Orders Received	6.5	6.2	6.7	5.1	5.1	13.2	6.7	5.1	6.6	5.8	6.3	9.1
Total Street Light Orders Received	1,005	997	1,261	853	769	519	590	683	1,072	922	1,183	1,338
Average Number of Days to Complete Street Light Orders Received	2.3	1.6	1.9	1.8	1.7	1.9	2.4	2.0	2.3	3.2	3.2	3.3
Tree Trimming Work Orders Received	279	294	426	410	536	508	453	618	657	686	557	238
5. Estimated Readings												
Total Meters Scheduled to be Read***	598,933	433,845	478,994	511,403	559,808	519,657	494,075	567,344	510,865	587,418	511,267	
Total Meters Estimated	31,309	32,676	37,202	38,077	52,542	42,591	73,416	78,424	27,472	73,107	32,834	51,151
6. Consumer Complaints to PSC												
Complaints per 100,000 Customers	0.4	0.2	0.7	0.6	0.2	0.8	1.2	2.1	2.3	1.4	0.7	0.6
7. Customer Satisfaction												
Percent of Customers Satisfied (Total Population) ****	N/A	N/A	N/A	N/A	N/A	75.3%	N/A	N/A	N/A	75.1%	N/A	N/A
Percent of Customers Satisfied (Recent Contacts)	85.5%	80.7%	78.5%	76.2%	80.2%	77.1%	70.1%	75.6%	61.7%	74.4%	71.1%	74.4%

* More comprehensive coding is available in the new system which enables us to capture appointments more completely.

** More comprehensive coding is available in the new system which enables us to capture adjustments and bills issued more completely. We are now able to count Bills Issued by customer vs service type (Electric & Gas). Highlighted data has been revised to reflect this method.

*** Through the development of reporting and validation, we found that the number of meters scheduled to be read should be higher than reported in 2006. We identified this in Dec, therefore December numbers are unavailable. Validation is in progress.

**** Visionary Research Survey Completed Twice Per Year (June & October)

DATE SUBMITTED: 3/23/2007

O&R CUSTOMER PERFORMANCE INDICATORS- 2006

ITEM	INDICATOR	Jan-06	Feb-06	Mar-06	Apr-06	May-06	Jun-06	Jul-06	Aug-06	Sep-06	Oct-06	Nov-06	Dec-06
1	**Appointments**												
1a.	Appointments made	773	770	799	611	704	640	535	632	580	546	482	514
1b.	Appointments kept	773	770	799	611	704	640	535	632	580	546	482	514
2	**Adjusted Bills**												
2a.	Total bills issued	227,051	229,716	226,139	228,573	227,697	229,005	228,488	229,363	230,180	228,921	234,082	230,396
2b.	Total bills adjusted*	6,466	6,604	6,195	4,832	5,236	4,262	4504	5,674	5,693	4,789	4,560	4,943
3	**Telephone Answer Response**												
3a.	Total incoming calls received	79,748	56,746	56,043	47,236	53,472	54,695	51,860	53,996	48,513	55,011	49,022	46,466
3b.	Percent of calls answered	96%	97%	99%	99%	99%	98%	99%	99%	98%	98%	98%	98%
3c.	Total incoming calls requesting a respresentative	48,993	38,248	39,404	33,039	37,107	37,119	35,025	36,965	33,539	37,416	33,733	31,843
3d.	Percent of calls answered by a rep. within 30 secs.	57%	68%	70%	70%	73%	72%	73%	69%	64%	64%	67%	61%
4	**Non-Emergency Service Response Time**												
4a.	Service/meter work orders received	39	48	56	52	45	65	50	68	64	51	66	26
4b.	Days to complete all svc/mtr jobs	820	794	945	410	412	573	392	738	640	478	641	310
4c.	Avg. days to complete all svc/mtr jobs	21	17	17	8	9	9	8	11	10	9	10	12
4d.	Street light work orders received	823	784	954	496	645	473	451	586	683	967	910	692
4e.	Days to complete all street light jobs	7,407	5,488	6,678	3472	5160	2838	3608	3516	6147	7736	11,830	2076
4f.	Avg. days to complete all street light jobs	9	7	7	7	8	6	8	6	9	8	13	3
10	Tree trimming work orders received	45	40	59	59	76	90	89	63	47	237	100	109
4h.	Days to complete all tree trimming jobs	1961	720	1067	1021	898	828	2026	1987	1257	8129	3616	11053
4i.	Avg. days to complete all tree trimming jobs	44	18	18	17	12	9	23	32	27	34	36	101
5	**Estimated Readings**												
5a.	Total meters scheduled to be read	419,197	419,563	419,864	420,043	420,279	420,494	421,324	421,024	421,249	421,252	421,773	416,245
5b.	Total estimated readings made	45,197	37,217	23,129	21,396	23,171	25,423	27,296	26,170	24,279	21,984	20,109	19,826
6	**Consumer Complaints to the PSC**												
6a.	Complaints per 100,000 customers	0.9	0.5	0.5	0.5	0.0	1.4	0.0	0.5	1.4	1.4	1.8	1.4
7	**Customer Satisfaction**												
7a.	Percent of customers satisfied	85%	89%	89%	91%	91%	90%	96%**	88%**	91%	86%	89%	90%

*Due to the functionality of Orange and Rockland's billing system, the number of adjusted bills reflects the actual number of services adjusted within the billing month. A service represents an electric or gas meter. If both electric and gas services are adjusted on the account, two adjustments will be recorded.

**After a review of the Customer Satisfaction scores it was found that due to an error the July, formerly recorded as 92% and August, formerly noted as 94% 2006 scores had to be adjusted. The December 2006 report is now correct

PSC CUSTOMER SERVICE PERFORMANCE INDICATORS

Company Name KeySpan Energy - Long Island

ITEM	INDICATOR	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04
1	Appointments											
1a.	Appointments made	13,994	14,210	17,338	16,598	15,823	18,624	17,159	18,390	18,344	13,046	6,093
1b.	Appointments kept	13,222	13,707	16,595	15,906	14,974	17,422	16,368	17,603	17,645	12,532	5,803
2	Adjusted Bills											
2a.	Total bills issued	1,085,215	1,066,282	1,135,622	1,088,218	1,085,416	1,101,694	1,479,327	1,114,506	1,128,788	1,129,770	1,128,750
2b.	Total bills adjusted	4,885	4,693	5,088	4,318	4,068	5,006	4,873	6,777	6,761	6,151	7,159
3	Telephone Answer Response											
3a.	Total incoming calls received	237,696	221,815	237,391	243,418	208,629	235,921	241,674	250,702	267,722	248,870	255,596
3b.	Percent of calls answered	95.6	95.2	97.7	99.4	96.7	96.40%	93.30%	92.90%	95.80%	95.9	96.3
3c.	Total incoming calls requesting a respresentative	197,991	184,086	184,623	159,998	162,595	176,297	184,848	190,181	179,358	178,141	178,851
3d.	Percent of calls answered by a rep. Within 45 secs.	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a
4	Non-Emergency Service Response Time											
4a.	Service/meter work orders received	6,202	5,740	5,076	6,647	5,288	8,832	7,049	7,671	7,326	8,722	7,967
4b.	Days to complete all svc/mtr jobs*	1	1	1	1	1	1	1	1	1	1	1
4c.	Avg. days to complete all svc/mtr jobs	1	1	1	1	1	1	1	1	1	1	1
5	Estimated Readings											
5a.	Total meters scheduled to be read	726,676	891,262	907,891	897,211	909,159	893,761	909,277	894,663	910,891	896,607	912,722
5b.	Total estimated readings made	73,215	92,572	92,772	86,651	87,210	87,423	90,931	90,892	89,621	90,097	86,812
6	Consumer Complaints to the PSC											
6a.	Complaint per 100,000 customers**	0.2	0.8	1.8	1.6	1.6	0.2	0.4	1.4	0.6	0.4	0.8
7	Customer Satisfaction											
7a.	Percent of customers satisfied ***	87.00%	84.70%	89.60%	87.60%	86.10%	85.60%	90.20%	87.40%	84.40%	81.50%	85.30%
7b.	Satisfaction Index	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a	n/a

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

**Several months lag, figures obtained from PSC website.

***One month lag.

** CERTIFICATION **

I certify that I have examined this report and that all statements contained herein are true, complete and correct to the best of my knowledge, information and belief.

Pamela Fitzgerald — Senior Supervisor

Signature — Title

02/01/04

PSC CUSTOMER SERVICE PERFORMANCE INDICATORS

Dec-04
4,843
4,640
1,108,895
6,221
244,933
96.1
161,022
n/a
9,840
1
1
898,392
92,605
1
89.80%
n/a

Company name KeySpan Energy Delivery New York

CUSTOMER SERVICE PERFORMANCE INDICATORS

ITEM	INDICATOR	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04
1	Appointments												
1a.	Appointments made	2,618	3,010	3,013	3,354	2,566	2,660	2,295	2,579	2,410	2,342	2,192	2,171
1b.	Appointments kept	2,359	2,704	2,773	3,026	2,392	2,308	2,033	2,317	2,155	2,025	1,949	1,948
2	Adjusted Bills												
2a.	Total bills issued	570,775	560,402	598,977	589,096	531,858	626,029	536,573	596,442	566,155	617,123	558,283	595,832
2b.	Total bills adjusted	12,674	12,850	14,779	15,313	14,658	16,649	14,829	15,382	15,880	14,782	12,560	13,687
3	Telephone Answer Response												
3a.	Total incoming calls received	217,668	197,640	220,419	203,509	180,949	189,847	198,918	201,469	181,634	204,979	183,076	194,728
3b.	Percent of calls answered	98.5	98.4	98.6	98.3	98.6	98.2	90.8	88	88.3	88.8	91.7	90.9
3c.	Total incoming calls requesting a respresentative	200,607	179,378	204,247	183,716	167,146	173,302	166,795	179,910	163,189	184,692	167,801	177,008
3d.	Percent of calls answered by a rep. Within 45 secs.	51.5	44.5	53.2	46.2	53.6	45.5	34.9	43.9	47	44.4	50	50.8
4	Non-Emergency Service Response Time												
4a.	Service/meter work orders received	7,618	3,010	3,013	3,354	2,660	2,566	2,295	2,579	2,410	2,342	2,192	2,171
4b.*	Days to complete all svc/mtr jobs	2,662	3,042	3,022	3,369	2,690	2,582	2,304	2,602	2,426	2,384	2,203	2,189
4c.	Avg. days to complete all svc/mtr jobs	1.02	1.01	1	1	1.01	1.01	1	1.01	1.01	1.02	1.01	1.01
4d.	Street light work orders received	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
4e.	Days to complete all street light jobs	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
4f.	Avg. days to complete all street light jobs	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
4g.	Tree trimming work orders received	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
4h.*	Days to complete all tree trimming jobs	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
4i.	Avg. days to complete all tree trimming jobs	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
5	Estimated Readings												
5a.	Total meters scheduled to be read	615,203	615,459	648,420	640,099	584,125	680,978	582,487	647,768	624,158	681,699	615,212	649,902
5b.	Total estimated readings made (%)	16	16	15	16	15	17	16	17	15	17	14	17
6	Consumer Complaints to the PSC												
6a.	Complaint per 100,000 customers	0.8	0.6	0.6	1.2	1.2	1.2	1.7	1.5	1.9	1.8	1.5	0.9
7	Customer Satisfaction												
7a.	Percent of customers satisfied	86.2	87.5	94.2	87.1	89.3	89.5	90.7	91.8	91	86	88.1	90.7
7b.	Satisfaction Index	n/a											

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

** CERTIFICATION **

I certify that I have examined this report and that all statements contained herein are true, complete and correct to the best of my knoweledge, information and belief.

Ronald H. McGrisken — Supervisor

signature — title

Company name KeySpan Energy Delivery - Brooklyn Union

CUSTOMER SERVICE PERFORMANCE INDICATORS

ITEM	INDICATOR	Jan-05	Feb-05	Mar-05	Apr-05	May-05	Jun-05	Jul-05	Aug-05	Sep-05	Oct-05	Nov-05	Dec-05
1	Appointments												
1a.	Appointments made	2,559	2,828										
1b.	Appointments kept	2,204	2,604										
2	Adjusted Bills												
2a.	Total bills issued	565,204	574,676										
2b.	Total bills adjusted	13,379	14,085										
3	Telephone Answer Response	237,210	231,477										
3a.	Total incoming calls received	88.3	86.1										
3b.	Percent of calls answered	209,443	199,278										
3c.	Total incoming calls requesting a respresentative	38	29.9										
3d.	Percent of calls answered by a rep. Within 45 secs.												
4	Non-Emergency Service Response Time												
4a.	Service/meter work orders received	2,559	2,828										
4b.*	Days to complete all svc/mtr jobs	2,595	2,856										
4c.	Avg. days to complete all svc/mtr jobs	1.01	1.01										
4d.	Street light work orders received	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
4e.	Days to complete all street light jobs	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
4f.	Avg. days to complete all street light jobs	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
4g.	Tree trimming work orders received	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
4h.*	Days to complete all tree trimming jobs	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
4i.	Avg. days to complete all tree trimming jobs	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
5	Estimated Readings												
5a.	Total meters scheduled to be read	615,068	620,329										
5b.	Total estimated readings made (%)	16	16										
6	Consumer Complaints to the PSC												
6a.	Complaint per 100,000 customers	1.3											
7	Customer Satisfaction												
7a.	Percent of customers satisfied	n/a											
7b.	Satisfaction Index	n/a											

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

** CERTIFICATION **

I certify that I have examined this report and that all statements contained herein are true, complete and correct to the best of my knoweledge, information and belief.

Ronald H. McGrisken — signature

Supervisor — title

CENTRAL HUDSON CUSTOMER PERFORMANCE INDICATORS

Item	INDICATOR	JUL-04	AUG-04	SEPT-04	OCT-04	NOV-04	DEC-04
	1. Appointments						
a.	Appointments made	726	794	872	830	852	763
b.	Appointments kept	723	789	870	826	849	758
	2. Adjusted Bills						
a.	Total bills issued	181,211	178,862	181,848	180,461	179,107	178,427
b.	Total bills adjusted	1,232	1,551	1,743	1,324	1,373	1,309
	3. Telephone Answer Response						
a.	Total incoming calls received	44,680	47,988	45,739	45,694	48,516	42,209
b.	Percent of calls answered	97	96.3	96.4	95.8	95	96.3
c.	Total incoming calls requesting a representative	36,642	38,600	35,869	36,513	36,544	31,888
d.	Percent of calls answered by a rep. within 30 sec.	84.7	78.7	79	76.2	78.4	84
	4. Non-Emergency Service Response Time						
a.	Service/meter work orders received	448	525	483	448	486	502
b.*	Days to complete all svc/mtr jobs	2,045	4,305	2,704	2,961	2,930	5,052
c.	Avg. days to complete all svc/mtr jobs	5	8	6	7	6	10
d.	Street light work orders received	339	468	594	690	523	465
e.*	Days to complete all street light jobs	2,358	5,422	10,066	12,536	8,601	11,896
f.	Avg. days to complete all street light jobs	7	12	17	18	16	26
g.	Tree trimming work orders received	312	425	403	260	328	242
h.*	Days to complete all tree trimming jobs	1,562	1,704	1,002	1,028	1,535	1,475
i.	Avg. days to complete all tree trimming jobs	5	4	2	4	5	6
	5. Estimated Readings						
a.	Total meters scheduled to be read	189,666	193,539	190,083	194,212	190,710	194,877
b.	Total estimated readings made	5,181	5,430	4,138	4,441	4,166	6,628
	6. Consumer Complaints to the PSC						
	Complaints per 100,000 customers	1	0.3	0.7	0.7	1.4	0
	7. Customer Satisfaction						
a.	Percent of customers satisfied	93.5	93.5	96.6	95.7	96.4	95.9
b.	Satisfaction Index	91.4	92	94.4	94	94.2	93.2

***Tele stats are from 8:00 a.m. - 4:30 p.m., Monday through Friday**

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

Company name NATIONAL FUEL GAS

ITEM	INDICATOR	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04
1	**Appointments**												
1a.	Appointments made	1,112	1,338	1,512	1,223	1,221	1,165	1,105	959	841	828	910	1,036
1b.	Appointments kept	1,076	1,299	1,474	1,178	1,193	1,121	1,079	936	790	811	891	1,006
2	**Adjusted Bills**												
2a.	Total bills issued	496,249	474,737	551,940	506,985	485,162	543,263	523,830	540,420	506,264	500,351	477,384	478,120
2b.	Total bills adjusted	7,019	8,040	8,735	7,004	8,108	8,710	8,416	8,026	6,352	6,516	7,101	7,355
3	**Telephone Answer Response**												
3a.	Total incoming calls received	117,641	112,240****	120,546	114,035	106,597	113,735	99,506	102,453	100,243	109,818	107,261	105,298
3b.	Percent of calls answered	98.40%	98.50%	98.30%	98.30%	97.90%	97.30%	97.70%	98.30%	98.90%	96.60%	97.00%	95.60%
3c.	Total incoming calls requesting a respresentative	117,641	112,240	120,546	114,035	106,597	113,735	99,506	102,453	100,243	109,818	107,261	105,298
3d.	Percent of calls answered by a rep. within 30 secs.	85.90%	87.00%	88.00%	86.10%	83.70%	77.90%	81.20%	88.20%	91.80%	77.30%	73.70%	64.20%
4	**Non-Emergency Service Response Time**												
4a.	Service/meter work orders received	549	395	328	255	258	206	224	242	358	338	296	680
4b.*	Days to complete all svc/mtr jobs	717	617	570	419	389	500	465	480	537	556	550	901
4c.	Avg. days to complete all svc/mtr jobs	1.3	1.6	1.7	1.6	1.5	2.4	2.1	2.0	1.5	1.6	1.9	1.3
4d.	Street light work orders received	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
4e.	Days to complete all street light jobs	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
4f.	Avg. days to complete all street light jobs	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
4g.	Tree trimming work orders received	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
4h.*	Days to complete all tree trimming jobs	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
4i.	Avg. days to complete all tree trimming jobs	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A
5	**Estimated Readings**												
5a.	Total meters scheduled to be read	267,753	272,172	265,437	271,275	265,695	266,054	262,181	263,151	261,751	264,054	265,159	269,282
5b.	Total estimated readings made	50,085	50,962	38,592	38,329	38,176	40,322	40,054	41,422	42,423	41,757	40,923	40,567
6	**Consumer Complaints to the PSC**												
6a.	Complaint per 100,000 customers	1.7	1.4	0.4	0.8	1.7	1.9	1.6	1.6	1.6	1.0	1.0	0.8
7	**Customer Satisfaction**												
7a.	Percent of customers satisfied	92.50%	92.50%	90.00%	90.00%	90.00%	87.00%	87.00%	87.00%	89.10%	89.10%	89.10%	89.80%
7b.	Satisfaction Index	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

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

******Telephone "Total Incoming Calls Received" for February 2004 was changed from 122240 to 112240.**

** CERTIFICATION **

I certify that I have examined this report and that all statements contained herein are true, complete and correct to the best of my knoweledge, information and belief.

signature

print

Company Name ROCHESTER GAS AND ELECTRIC CORP.

ITEM	INDICATOR	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04
1	**Appointments**												
1a.	Appointments made	2,650	3,771	4,119	3,927	3,940	3,810	3258	3,371	3,968	3,972	3,834	3,533
1b.	Appointments kept	2,643	3,763	4,117	3,917	3,932	3,797	3245	3,351	3,959	3,965	3,827	3,531
2	**Adjusted Bills**												
2a	Total bills issued	327,885	326,344	375,362	396,107	393,099	414,814	399,003	384,273	402,545	391,101	399,056	408,076
2b	Total bills adjusted	2,314	2,960	2,713	2,452	2,326	5,721	2,098	2,145	2,092	6,787	2,619	2,646
3	**Telephone Answer Response**												
3a.	Total incoming calls received	69,849	71,527	78,025	77,603	73,573	74,664	72,339	71,006	65,512	74,802	85,895	104,285
3b.	Percent of calls answered	97.0%	96.0%	97.0%	94.0%	95.0%	96.0%	96.0%	96%	98%	99%	97%	92.0%
3c.	Total incoming calls requesting a respresentative	64,536	65,613	72,761	70,282	67,199	69,170	63,071	65,532	62,019	71,282	76,816	86,104
3d.	Percent of calls answered by a rep. within 30 secs.	92%	83%	85%	81%	84%	87%	82%	90%	96%	91%	75%	62.0%
4	**Non-Emergency Service Response Time**												
4a.	Service/meter work orders received	278	497	432	373	394	338	280	313	349	278	286	250
4b.*	Days to complete all svc/mtr jobs	941	793	740	617	820	561	624	555	1,559	1,434	914	633
4c.	Avg. days to complete all svc/mtr jobs	3	2	2	2	2	2	2	2.0	4.0	5	3	3
4d.	Street light work orders received	414	390	547	471	410	433	396	522	677	743	605	611
4e.	Days to complete all street light jobs	774	592	1,115	796	663	836	594	751	1,181	1,579	1,276	1318
4f.	Avg. days to complete all street light jobs	2	2	2	2	2	2	2	1	2	2	2	2
4g.	Tree trimming work orders received	66	6	15	4	361	291	417	410	551	426	270	272
4h.*	Days to complete all tree trimming jobs	408	12	115	4	865	1,999	2457	2,288	4,059	4,730	1,455	2225
4i.	Avg. days to complete all tree trimming jobs	6	2	8	1	2	7	6	6	7	11	5	8
5	**Estimated Readings**												
5a.	Total meters scheduled to be read	338,648	342,309	339,484	342,342	339,696	342,051	339,246	341,686	339,183	341,615	339,138	343,102
5b.	Total estimated readings made	20,443	27,716	19,046	14,058	11,121	15,172	14,049	16,400	14,652	15,881	12,665	16,766
6	**Consumer Complaints to the PSC**												
6a.	Complaint per 100,000 customers	0.3	1	1	4.1	2	2.3	1.8	1.5	1.8	1	1	0.8
7	**Customer Satisfaction**												
7a.	Percent of customers satisfied	na	na	na	na	na	na	na	na	na	na	na	na
7b.	Satisfaction Index	na	na	8.4	na	na	8.5	na	na	8.6	na	na	8.4

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

**Preliminary. RG&E will provide an update when final iinformation becomes available.

Numbers appearing in yellow revised from previous report

** CERTIFICATION **

I certify that I have examined this report and that all statements contained herein are true, complete and correct to the best of my knoweledge, information and belief.

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signature

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print

NEW YORK STATE ELECTRIC & GAS Customer Service Indicators
2004

Indicator	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
1. Appointments												
Appointments Made	2,126	2,078	2,839	2,948	2,652	2,643	2,677	3,017	2,645	2,981	2,301	2,078
Appointments Kept	2,124	2,072	2,830	2,943	2,648	2,638	2,667	3,005	2,638	2,972	2,293	2,074
2. Adjusted Bills												
Total Bills Issued	1,105,109	1,104,959	1,105,135	1,106,914	1,107,886	1,109,727	1,110,244	1,111,234	1,110,064	1,110,020	1,110,307	1,111,315
Total Bills Adjusted	1,027	928	1,159	1,134	917	1,472	1,562	1,704	1,450	1,162	971	891
3. Telephone Answer Response												
Total Incoming Calls Received	128,434	113,111	127,317	117,703	127,471	142,330	116,498	127,961	133,727	149,206	147,303	263,097
Percent of Calls Answered	98.3%	98.9%	98.9%	98.5%	98.8%	99.0%	99.0%	99.0%	98.8%	99.0%	98.6%	98.6%
Total Incoming Call Requesting a Rep.	119,014	99,154	107,435	100,264	102,776	113,206	104,301	111,956	106,997	105,727	108,764	144,466
Percent of Calls Answered by Rep. Within 30 sec.	82.0%	83.0%	78.0%	88.0%	81.0%	80.0%	82.0%	83.0%	78.0%	75.0%	77.0%	71.0%
4. Non-Emergency Service Response Time												
Service/ Meter Work Orders Received	1,133	864	1,103	1,245	1,365	1,695	1,621	1,695	1,675	1,707	1,671	1,480
Number of Days to Complete Service/Meter Work Orders Received	2,937	1,715	1,916	2,424	2,504	3,503	3,660	3,406	3,320	3,487	3,899	3,296
Average Number of Days to Complete Service/Meter Work Orders Received	2.6	2.0	1.7	1.9	1.8	2.1	2.3	2.0	2.0	2.0	2.3	2.2
Total Street Light Orders Received	1,383	1,094	1,500	954	884	889	807	1,092	1,444	1,582	1,452	1,387
Average Number of Days to Complete Street Light Orders Received	1.4	1.5	1.3	1.4	1.4	1.6	1.7	1.5	1.6	1.4	1.5	1.4
Tree Trimming Work Orders Received	233	160	262	449	645	717	753	781	842	767	610	590
5. Estimated Readings												
Total Meters Scheduled to be Read	575,376	614,404	585,254	617,855	590,050	629,735	591,453	628,643	593,635	625,719	585,586	612,283
Total Meters Estimated	34,307	39,246	17,798	18,633	14,003	18,237	14,177	19,322	15,962	20,019	13,495	21,968
6. Consumer Complaints to PSC												
Complaints per 100,000 Customers	0.3	0.2	0.3	0.4	0.2	0.6	0.2	0.2	0.4	0.3	0.6	0.4
7. Customer Satisfaction												
Percent of Customers Satisfied (Total Population) (*)	N/A	N/A	N/A	N/A	N/A	80.1%	80.1%	80.1%	80.1%	80.1%	80.1%	81.5%
Percent of Customers Satisfied (Recent Contacts)	86.2%	86.8%	88.1%	88.9%	90.1%	89.2%	88.5%	85.8%	86.9%	87.5%	89.8%	90.5%

* Visionary Research Survey Completed Twice Per Year (June & October)

DATE SUBMITTED: 1/18/2005

O&R CUSTOMER PERFORMANCE INDICATORS- 2004

ITEM	INDICATOR	Jan-04	Feb-04	Mar-04	Apr-04	May-04	Jun-04	Jul-04	Aug-04	Sep-04	Oct-04	Nov-04	Dec-04
1	**Appointments**												
1a.	Appointments made	690	694	734	613	486	448	495	458	569	565	608	566
1b.	Appointments kept	690	694	734	613	486	448	495	458	569	565	608	566
2	**Adjusted Bills**												
2a.	Total bills issued	N/A	N/A*	N/A*	N/A*	N/A*	N/A*	N/A**	N/A**	N/A**	N/A**	221,368	221,125
2b.	Total bills adjusted	N/A	N/A*	N/A*	N/A*	N/A*	N/A*	N/A**	N/A**	N/A**	N/A**	3,378*	3,721*
3	**Telephone Answer Response**												
3a.	Total incoming calls received	49,941	49,094	57,144	48,641	47,252	53,156	50,810	51,163	47,871	45,326	51,697	44,610
3b.	Percent of calls answered	98	98	98	99	99	98	98	99	98%	98%	99%	99%
3c.	Total incoming calls requesting a respresentative	37,221	35,872	40,385	35,337	33,175	37,390	35,617	36,428	36,049	31,352	34,040	32,645
3d.	Percent of calls answered by a rep. within 30 secs.	68	68	66	77	73	70	65	67	77	65%	73%	68%
4	**Non-Emergency Service Response Time**												
4a.	Service/meter work orders received	57	30	84	85	80	110	88	86	110	98	93	73
4b.*	Days to complete all svc/mtr jobs	1015	741	1208	728	570	1115	628	558	1391	907	803	767
4c.	Avg. days to complete all svc/mtr jobs	18	25	14	9	7	10	7	6	13	9	9	11
4d.	Street light work orders received	822	523	781	449	395	544	547	498	647	788	835	670
4e.	Days to complete all street light jobs	4110	2092	3905	2245	1580	3264	3829	2490	3235	5516	5845	8040
4f.	Avg. days to complete all street light jobs	5	4	5	5	4	6	7	5	5	7	7	12
4g.	Tree trimming work orders received	81	34	76	80	108	157	145	107	48	33	56	26
4h.*	Days to complete all tree trimming jobs	3047	678	1104	831	1295	1661	1909	2618	1086	384	1882	340
4i.	Avg. days to complete all tree trimming jobs	38	20	15	10	12	11	13	24	23	12	34	13
5	**Estimated Readings**												
5a.	Total meters scheduled to be read	412,161	414,508	412,750	412,895	412,988	413,187	412,530	410,888	413,802	414,273	414,723	415,175
5b.	Total estimated readings made	53,382	48,578	24,546	21,669	21,808	25,165	30,468	27,946	23,304	22,891	22,167	23,819
6	**Consumer Complaints to the PSC**												
6a.	Complaints per 100,000 customers	0.5	1.0	0.5	1.0	1.9	2.3	1.0	0.5	1.9	1.4	1.4	1.9
7	**Customer Satisfaction**												
7a.	Percent of customers satisfied	86%	89%	90%	94%	88%	90%	89%	87%	93%	88%	90%**	
7b.		86%	89%	90%	94%	88%	90%	89%	87%	93%	88%	90%**	

** The Customer Satisfaction results will be on a one month lag for data.The report has been corrected to reflect the satisfaction levels for the appropriate month. December's satisfaction levels will not be available until the end of January 2005

*Due to the functionality of Orange and Rockland's billing system, the number of adjusted bills reflects the actual number of services adjusted within the billing month. A service represents an electric or gas meter. If both electric and gas services are adjusted on the account, two adjustments will be recorded.

Case No. 07-M-0906

Iberdrola, S.A. and Energy East Corp.

Staff Response to Request For Information

STAFF RESPONSE TO: IBER/EE IR No. DPS 112

PREPARED BY: Electric Reliability and Safety Panel

DATE: January 25, 2008

Question:

Referring to page 13-15 of the Consumer Services Panel Testimony:

1. Have any other companies been required to implement Escalated Complaint Response Time measures? Please provide data used to calculate ERT target and any historical performance data collected for New York State Electric & Gas Corporation, Rochester Gas and Electric Corporation and other utilities.

2. How are other New York State utility Contact Centers measured? At what level of service are these companies penalized and to what extent?

Response:

1. No. See attached chart on Escalated Complaint Response Time measures. In addition, see the DPS website for OCS monthly reports, which contain data on the Escalated Complaint Response Time.

2. See the attachments to Response IBER-EE(DPS)-111.

Case No. 07-M-0906

Iberdrola, S.A. and Energy East Corp.

Staff Response to Request For Information

STAFF RESPONSE TO: IBER/EE IR No. DPS 116

PREPARED BY: Electric Reliability and Safety Panel

DATE: January 25, 2008

Question:

Referring to page 26 of the Consumer Services Panel Testimony:

1. Are other utilities required to file detailed outreach and education budgets with the New York State Public Service Commission or Department of Public Service Staff? Please provide examples of detailed budgets and expectations to illustrate the level of detail required/proposed by the Consumer Services Panel.

Response:

1. Yes. For examples, see RG&E's and NYSEG's past filings.

Case No. 07-M-0906

Iberdrola, S.A. and Energy East Corp.

Staff Response to Request For Information

STAFF RESPONSE TO: IBER/EE IR No. 148

PREPARED BY: Consumer Services Panel

DATE: January 28, 2008

Question:

Reference pages 18:20 through 19:6 of Consumer Services Panel Prepared Testimony:

How will the proposed reporting requirements for the companies' CSPIs improve consumer services?

Response:

It will alert Staff to any degradation of customer service, and allow Staff the opportunity to ensure that the company takes appropriate measures to improve performance.