Damage Prevention

2008 through 2017

Damage Rate Per 1,000 One-Call Tickets

- Mismarks: 0.53
- Comp & Contr. Contractor: 0.37
- Third Party: 1.40
- No-Calls: 0.74
- Totals: 2.80

- Mismarks: 0.13
- Comp & Contr. Contractor: 0.08
- Third Party: 0.78
- No-Calls: 0.37
- Totals: 1.60
Emergency Response

Response Times (%)

Emergency Response Time Performance
2013-2016, & 2017

- 30 Minutes: 83.20%, 82.50%, 83.14%, 82.82%, 82.95%
- 45 Minutes: 96.81%, 96.18%, 95.97%, 96.18%, 96.29%
- 60 Minutes: 99.38%, 98.92%, 98.53%, 98.80%, 98.58%
Leak Management

Backlog of TotalLeaks

2008 through 2017
Compliance with Safety Regulations

- Staff conducts annual audits and investigations of the LDCs.
- Audits include review of record and field activities.
- High risk regulations audited annually.
- Other risk regulations audited on a two to five year basis; not to exceed five years.
Questions?
Electric Safety Standards
2017 Performance & Analysis
Background

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

- Mobile Testing Requirements
Manual Stray Voltage Testing - Historical Results

- 2016: 4.5 Volts or Greater = 300, 1 Volt to 4.4 Volts = 200
- 2017: 4.5 Volts or Greater = 200, 1 Volt to 4.4 Volts = 300
Mobile Stray Voltage Testing - Historical Results
Percent of Visual Inspections Completed
Investor-Owned Utilities (Third Year of Third Five-Year Cycle)
Questions?
2017 Electric Reliability
Monitoring Electric Service Reliability:

- Monthly Interruption Data
- Major Storms (As defined in Part 97)
- Reliability Performance Mechanism (RPM)
  - Frequency (SAIFI)
  - Duration (CAIDI)
Statewide Five Year Frequency History (Excluding Major Storms)

- Frequency (All Utilities)
- Frequency (Without Con Ed)
- Average (Without ConEd)
- Average (All Utilities)

Year:
- 2013
- 2014
- 2015
- 2016
- 2017
Tree Related SAIFI

SAIFI (Tree Contact Only)

CHGE  NMPC  NYSEG  O&R  PSEG-LI  RGE  ConEd

Year

2013  2014  2015  2016  2017
Customer Hours of Interruption
(Including Major Storms)
Questions?
Staff Report On 2017 Energy Utility Service Quality
Customer Service Performance Indicators

• PSC Complaint Rate
• Customer Satisfaction (survey)
• Appointments Kept
• Call Answer Rate (within 30 seconds)
• Adjusted Bills
• Estimated Bills
# Customer Service Performance Incentives

<table>
<thead>
<tr>
<th>Utility</th>
<th>PSC Complaint Rate</th>
<th>Customer Satisfaction Survey</th>
<th>Appointments Kept</th>
<th>Call Answer Rate (30 secs.)</th>
<th>Adjusted Bills</th>
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<th>Service Terminations/Uncollectibles</th>
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ONIM: On-Idle Minutage
Utility Performance on CSPIs

- RG&E failed to meet targets for Calls Answered in 30 seconds, Estimated Bills
  - Incurred negative revenue adjustments totaling $525k
  - Poor vendor performance/high employee turnover identified in both areas
  - Company remains responsible for ensuring performance, regardless of whether performed by company personnel or vendor
  - Remediation plans in effect

- All other utilities met their CSPI targets for 2017
  - Central Hudson and NYSEG improved on customer satisfaction from 2016
  - National Fuel and St. Lawrence Gas had no escalated complaints for all of 2017

- KEDNY, KEDLI, Orange & Rockland, and St. Lawrence Gas achieved positive revenue adjustments for reducing customer terminations and/or uncollectibles

- Positive/negative revenue adjustments are automatically deferred
  - No Commission action required