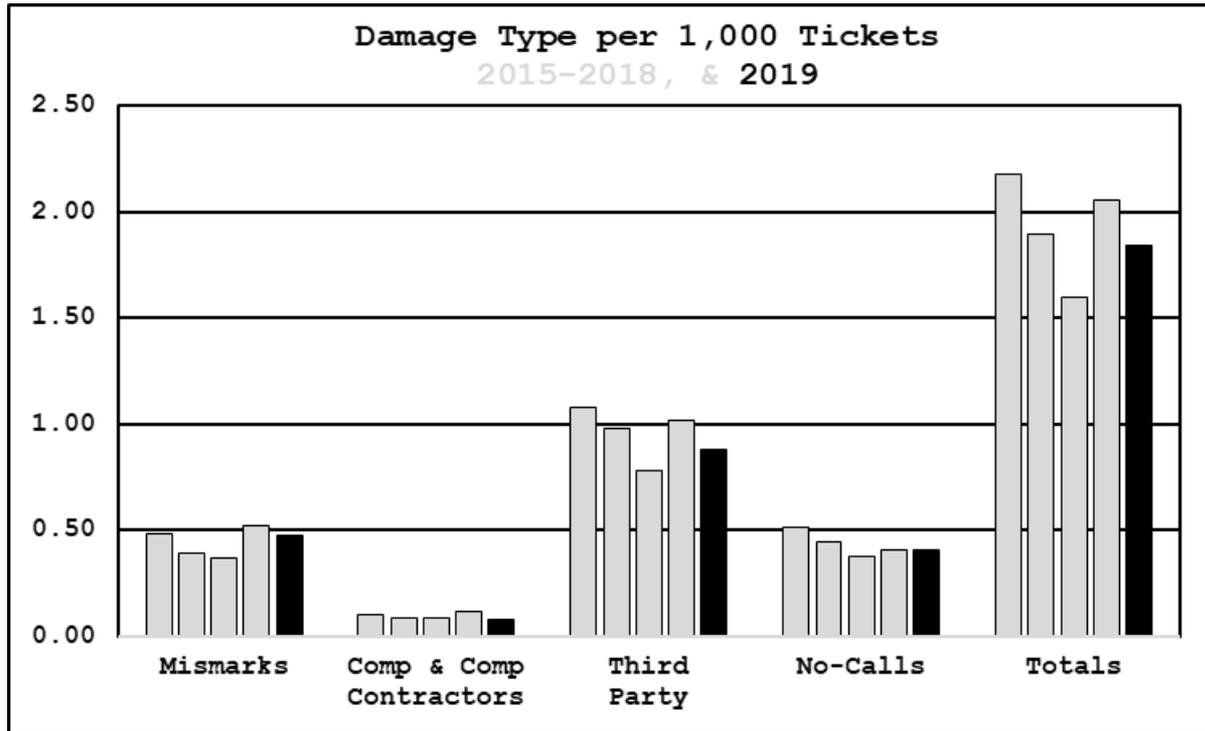




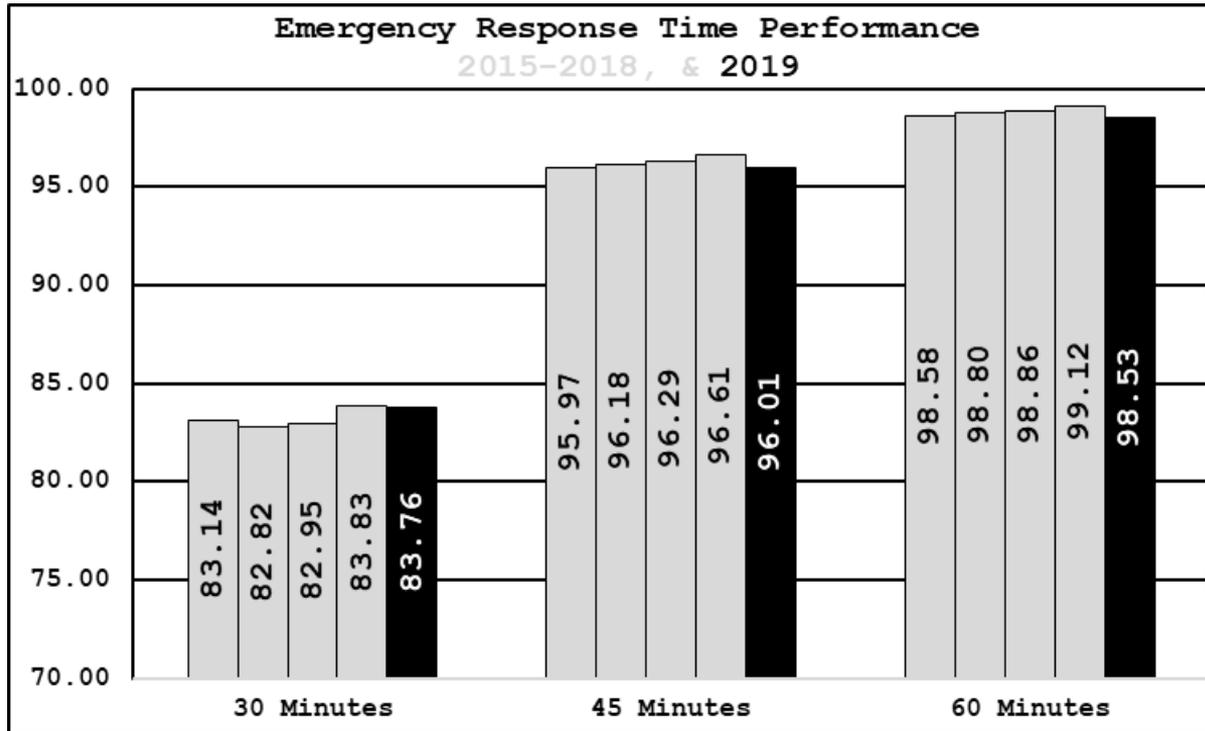
**Public Service  
Commission**

# **2019 – Pipeline Safety Performance Measures Report**

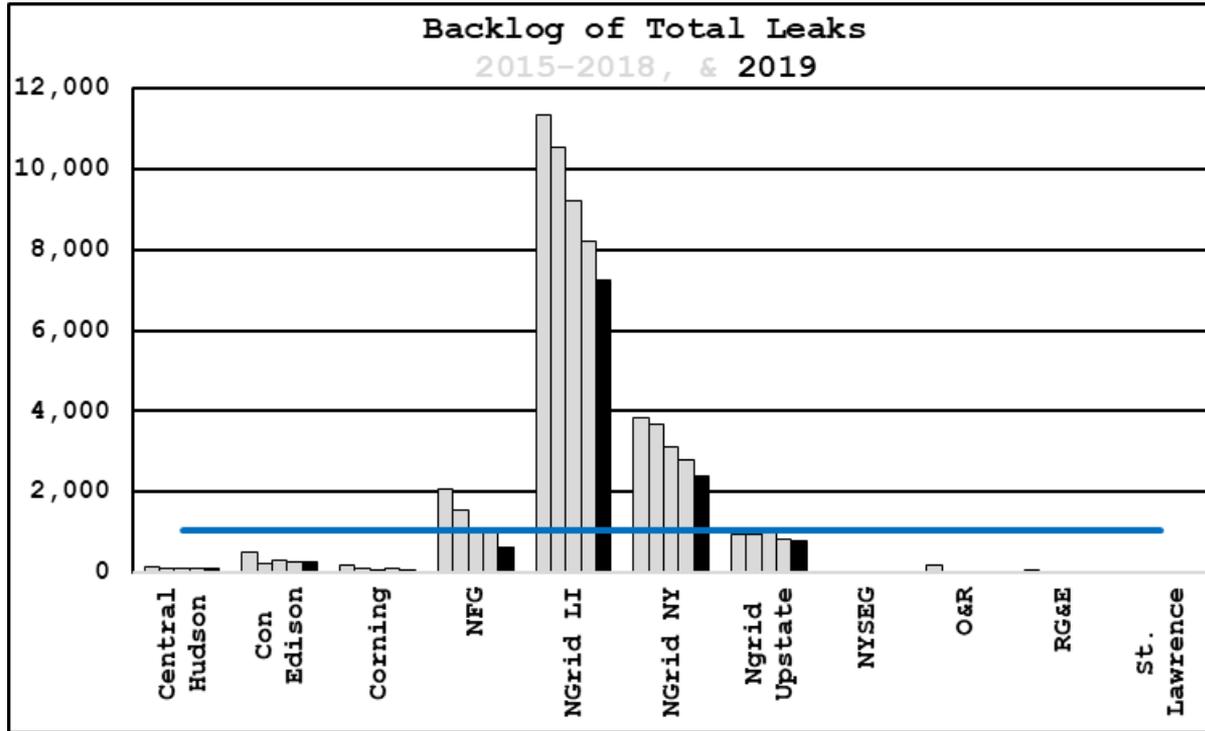
# Damage Prevention



# Emergency Response



# Leak Management



# Compliance with Safety Regulations

- Staff conducts annual audits and investigations of the LDCs.
- Audits include reviews of record and field activities, accidents, and incidents.
- High-risk regulations audited on an annual basis.
- Other-risk regulations audited on a two, three, four, or five year basis; not to exceed five years.

# Questions?



**Public Service  
Commission**

# **2019 Utility Customer Service Performance Report**

Case 20-M-0046

# List of Performance Indicators

- PSC Complaint Rate
- Customer Satisfaction Survey
- Call Answer Rate within 30 seconds
- Appointment Kept
- Adjusted Bills
- Estimated Bills
- Estimated Meter Reads
- Terminations and Uncollectible Expense

# Customer Service Performance Measures

Utility	PSC Complaint Rate	Customer Satisfaction Survey	Call Answer Rate within 30 seconds	Adjusted Bills	Estimated Meter Reads	Missed Appointment Credit	ONIM	Terminations and Uncollectibles
Central Hudson	X	X	X			X		X
Con Edison	X	X	X				X	X
Corning		X				X		X
KEDNY	X	X	X	X		X		X
KEDLI	X	X	X	X		X		X
NMPC	X	X	X			X		X
NYAW	X							
NYSEG	X	X	X		X	X		X
O&R	X	X	X					X
RG&E	X	X	X		X	X		X
St. Lawrence	X	X						X
Suez NY		X						
Suez West	X							
PSEG LI	X	X	X					

# Utilities with Negative and Positive Revenue Adjustments

Negative Revenue Adjustments (NRAs) - Rochester Gas and Electric failed to meet the established targets for two metrics and will incur NRAs totaling \$525,000:

- Estimated Meter Reads – \$175,000
- Calls Answered in 30 Seconds – \$350,000

Positive Revenue Adjustments (PRAs) - The following utilities will receive PRAs for reducing residential terminations and uncollectibles, which encouraged utilities to provide additional bill payment methods/payment agreements and reduce uncollectible expense, which is ultimately paid by customers:

- Central Hudson
- Con Edison
- Corning
- KEDLI
- KEDNY

# Questions?



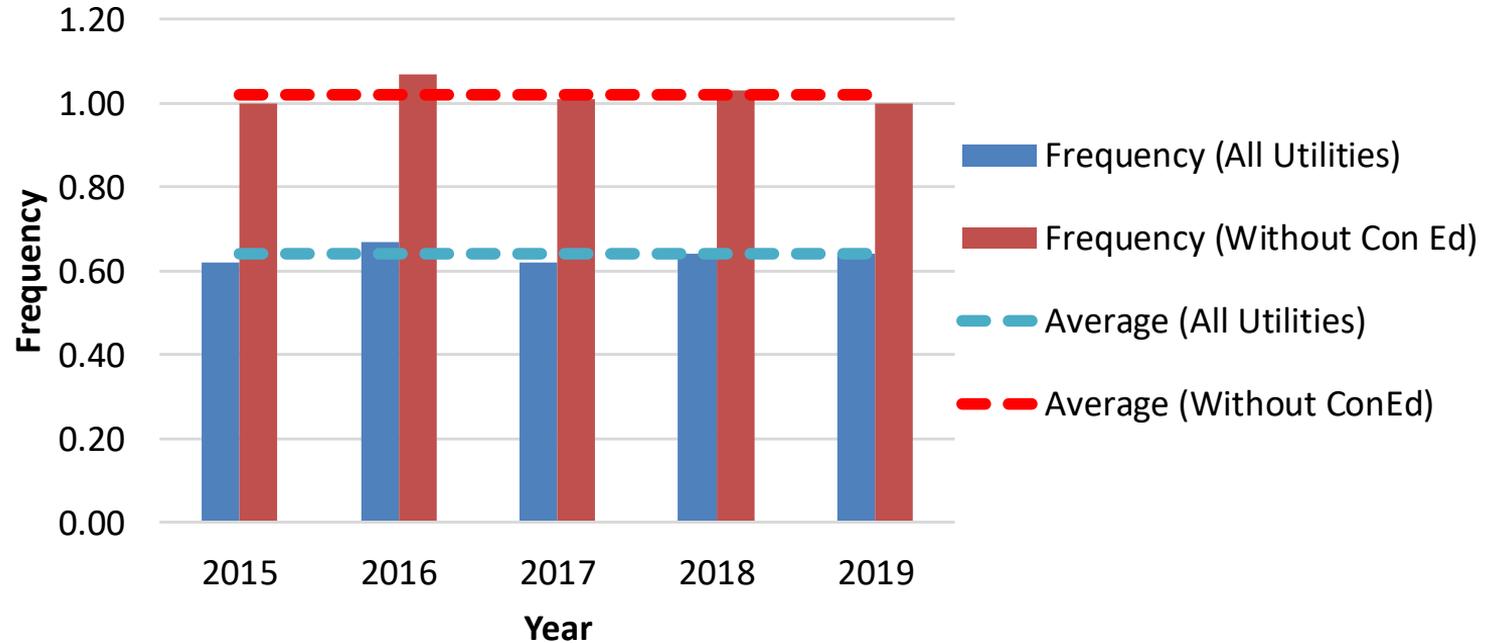
**Public Service  
Commission**

# **2019 Electric Reliability**

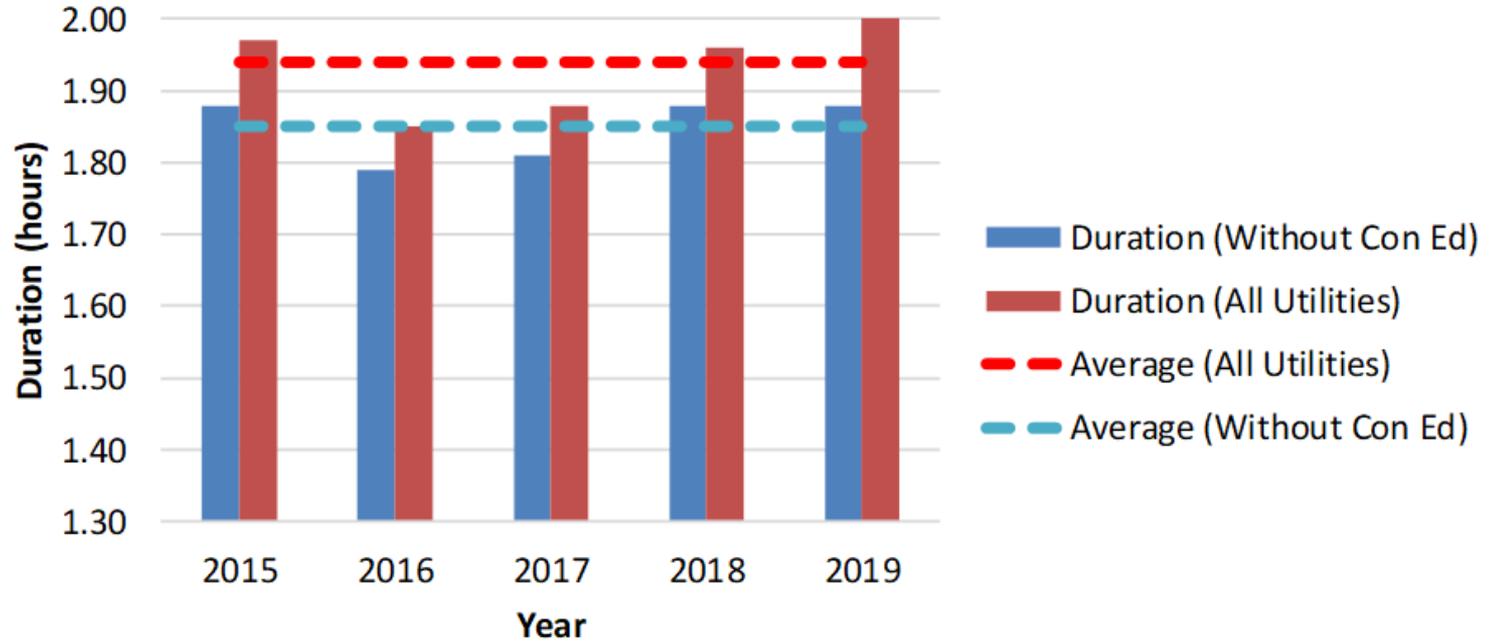
# Monitoring Electric Service Reliability:

- Monthly Interruption Data
- Reliability Performance Metrics and Mechanism
  - Frequency (SAIFI)
  - Duration (CAIDI)
- Major Storm Process

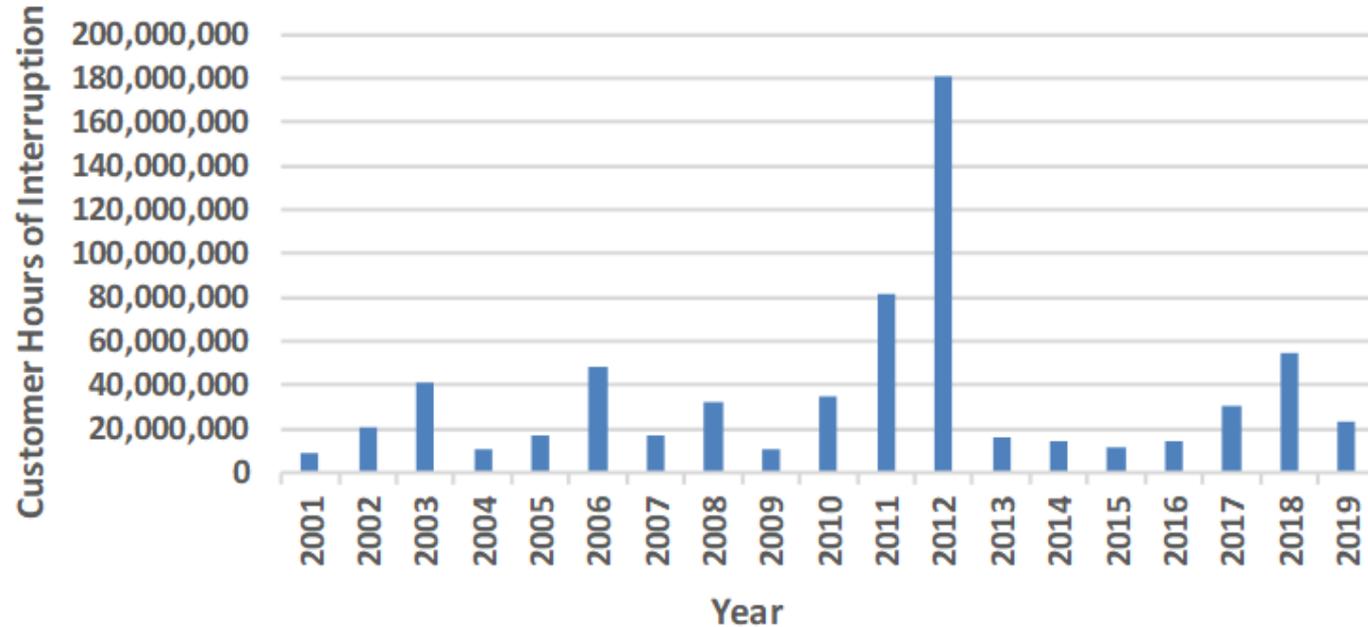
## Statewide Five Year Frequency History (Excluding Major Storms)



## Statewide Five Year Duration History (Excluding Major Storms)



## Customer Hours of Interruption (Including Major Storms)



# Questions?



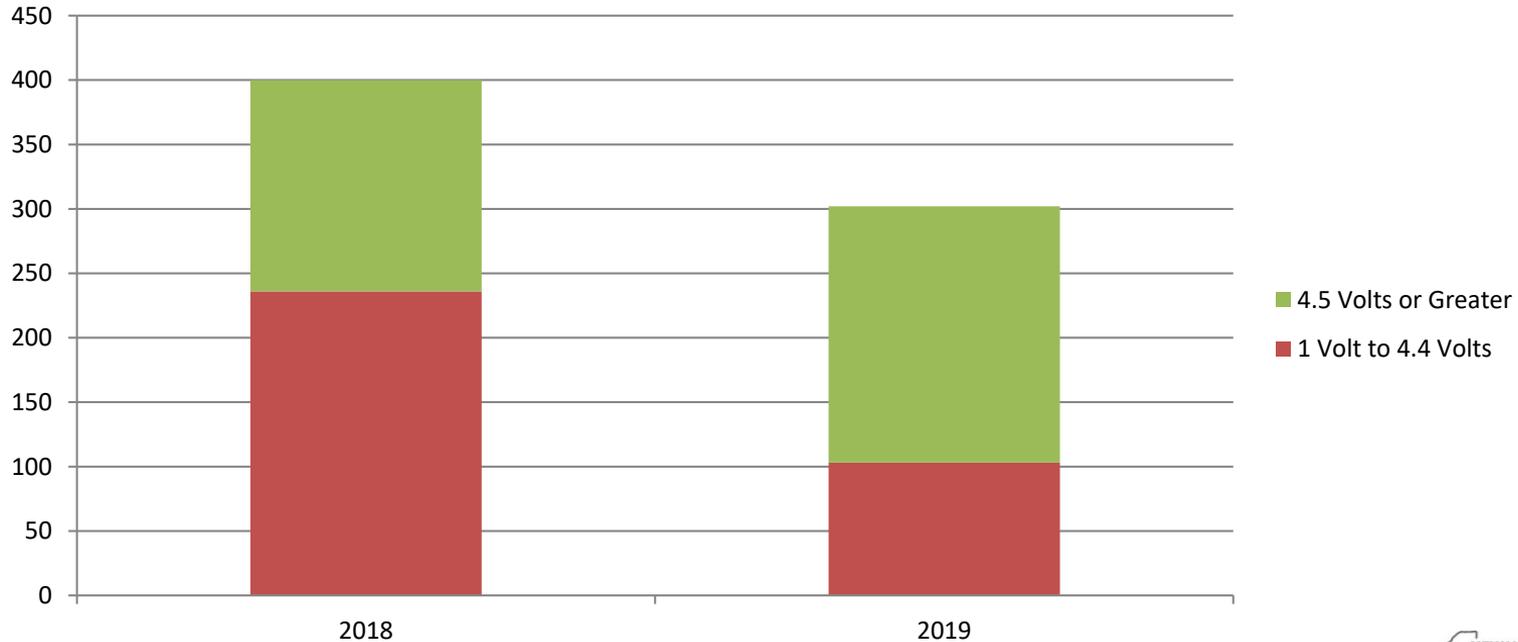
**Public Service  
Commission**

# **Electric Safety Standards 2019 Performance & Analysis**

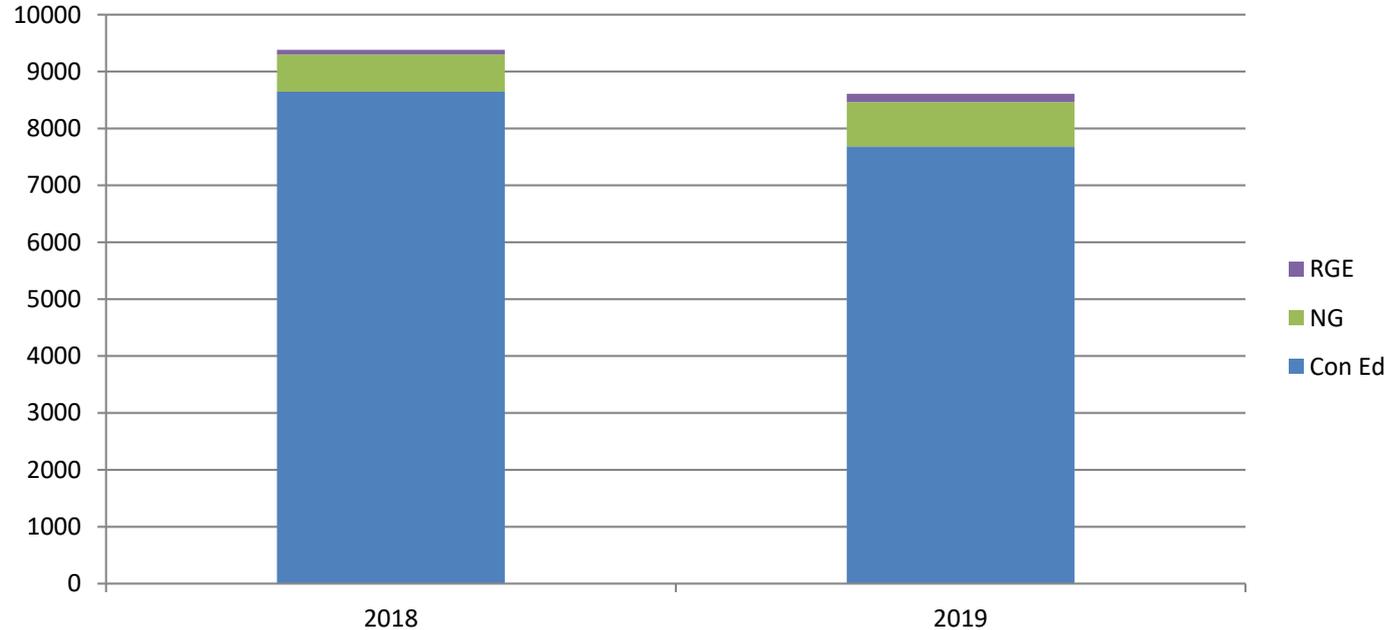
# Background

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

# Manual Stray Voltage Testing - Historical Results



# Mobile Stray Voltage Testing - Historical Results



# Questions?