2019 – Pipeline Safety Performance Measures Report
Damage Prevention

Damage Type per 1,000 Tickets
2015-2018, & 2019

- Mismarks
- Comp & Comp Contractors
- Third Party
- No-Calls
- Totals
Emergency Response

Emergency Response Time Performance
2015-2018, & 2019

<table>
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<tr>
<th>Time</th>
<th>2015</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
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<td>82.82</td>
<td>82.95</td>
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Leak Management

Backlog of Total Leaks
2015-2018, & 2019

[Chart showing backlog of total leaks by various entities over the years 2015 to 2019, with bars for each entity indicating the number of leaks.]
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?
2019 Utility Customer Service Performance Report
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

<table>
<thead>
<tr>
<th>Utility</th>
<th>PSC Complaint Rate</th>
<th>Customer Satisfaction Survey</th>
<th>Call Answer Rate within 30 seconds</th>
<th>Adjusted Bills</th>
<th>Estimated Meter Reads</th>
<th>Missed Appointment Credit</th>
<th>ONIM</th>
<th>Terminations and Uncollectibles</th>
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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?
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 Duration History (Excluding Major Storms)

Duration (hours)

Year

2015 2016 2017 2018 2019

Duration (Without Con Ed)
Duration (All Utilities)
Average (All Utilities)
Average (Without Con Ed)
Questions?
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

- 4.5 Volts or Greater
- 1 Volt to 4.4 Volts
Mobile Stray Voltage Testing - Historical Results
Questions?