

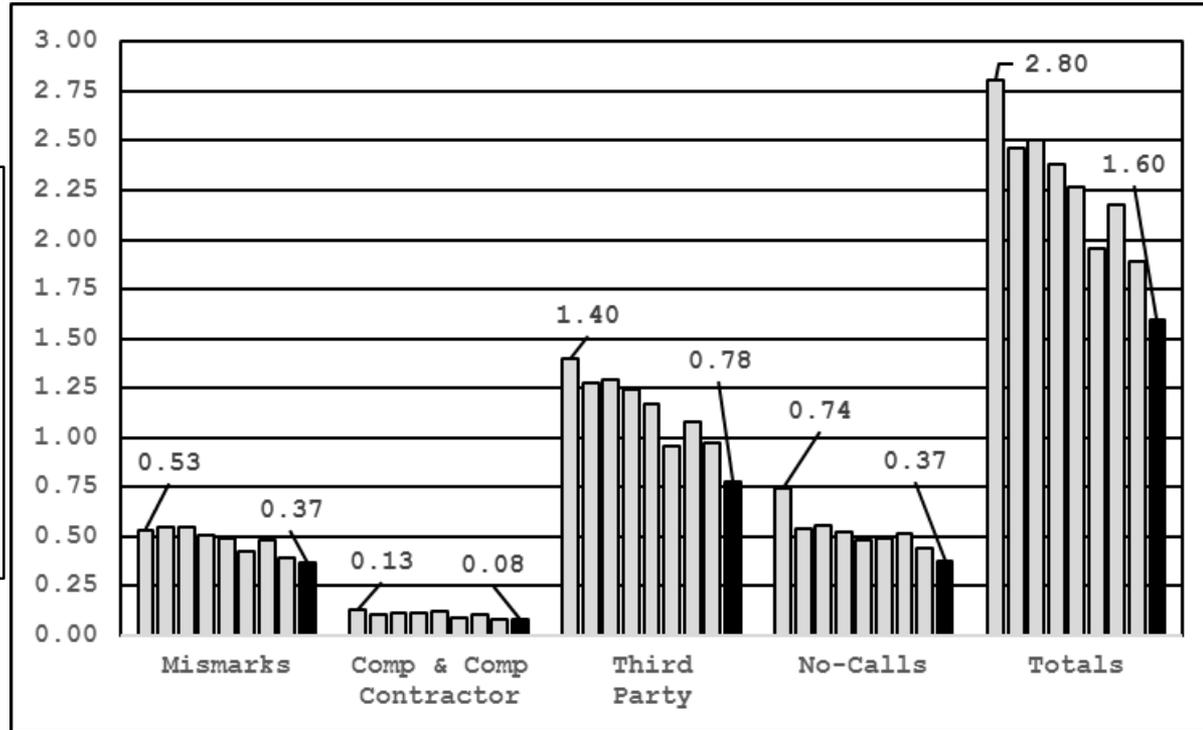


**Public Service  
Commission**

# **2017 – Pipeline Safety Performance Measures Report**

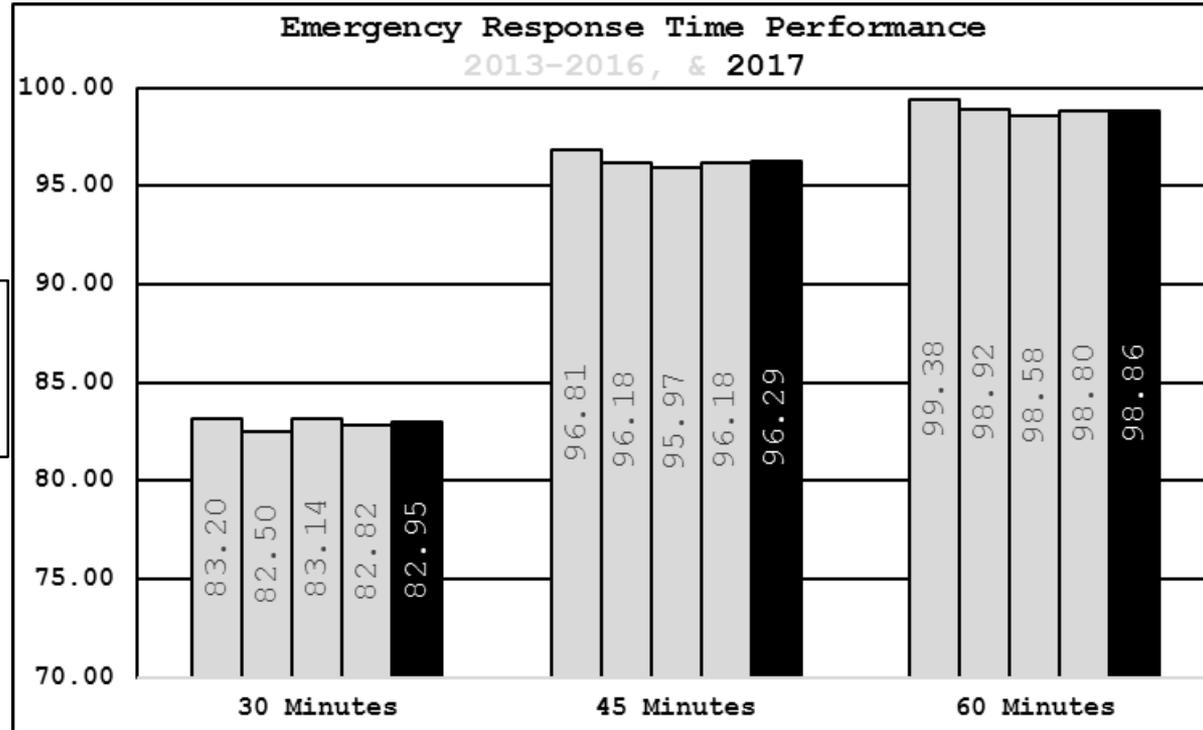
# Damage Prevention

Damage  
Rate Per  
1,000  
One-Call  
Tickets



2008 through 2017

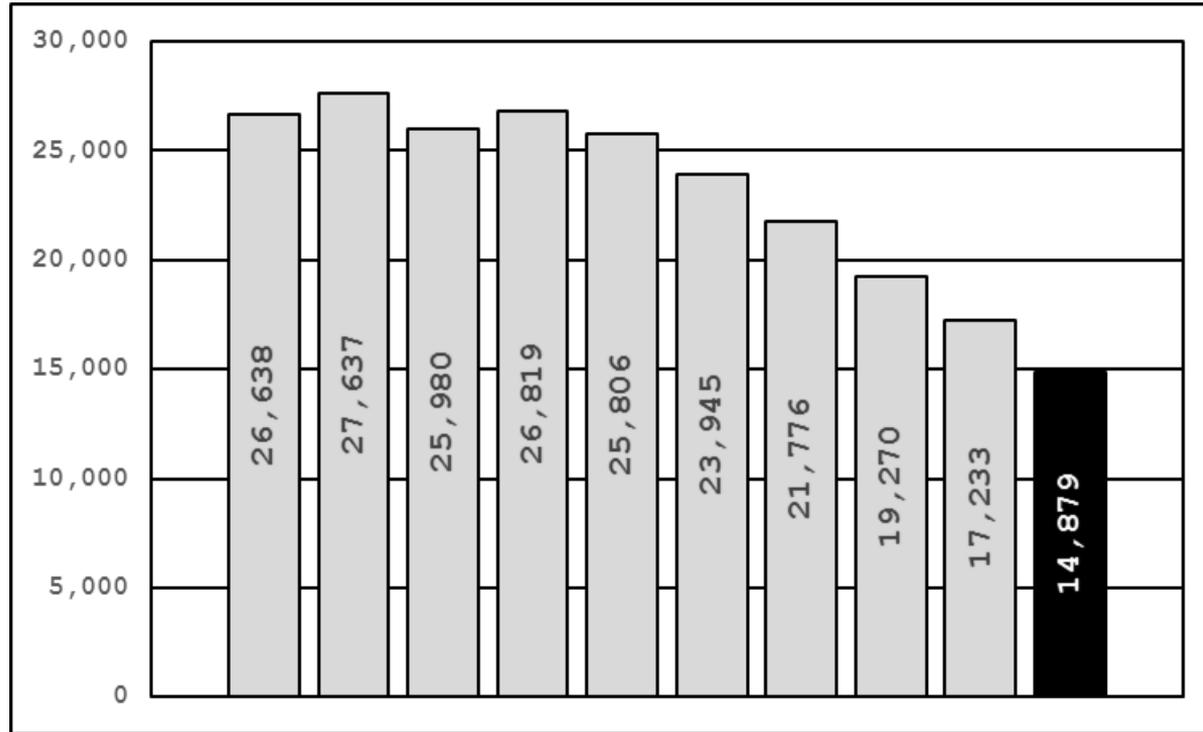
# Emergency Response



Response  
Times (%)

# Leak Management

Backlog  
of Total  
Leaks



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

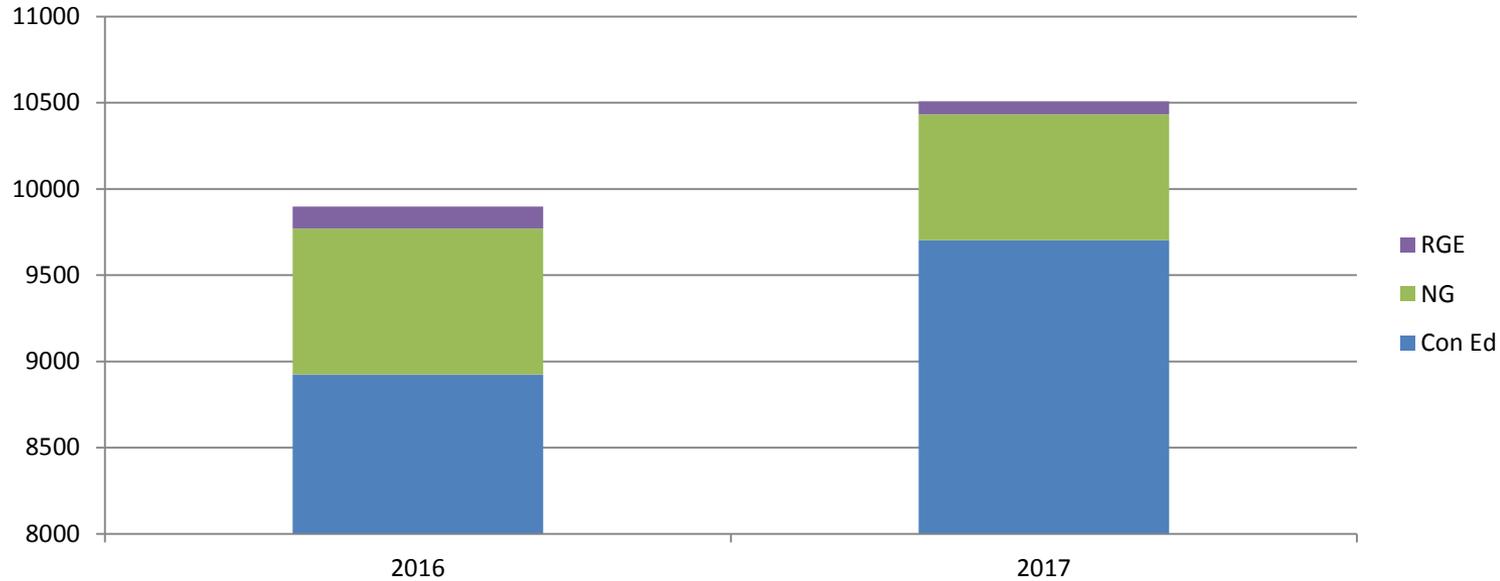
# Background

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

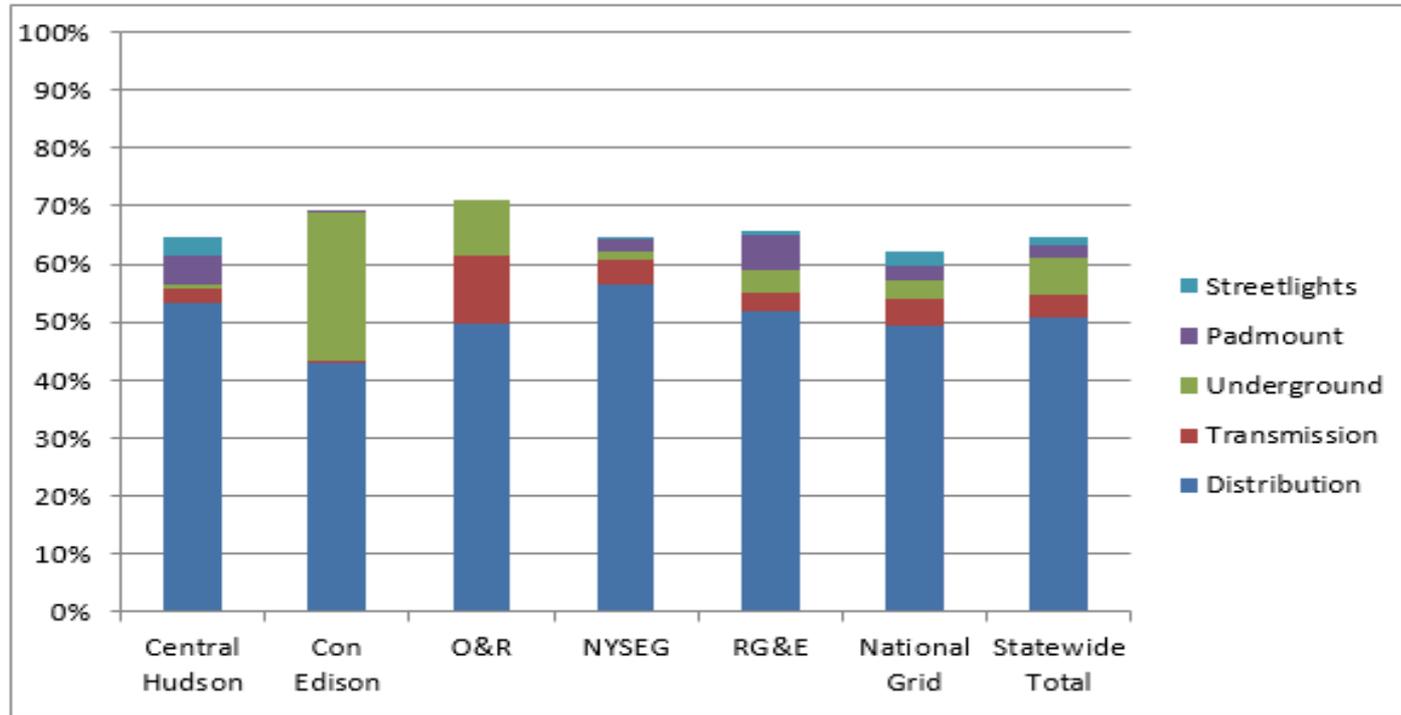
# Manual Stray Voltage Testing - Historical Results



# Mobile Stray Voltage Testing - Historical Results



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



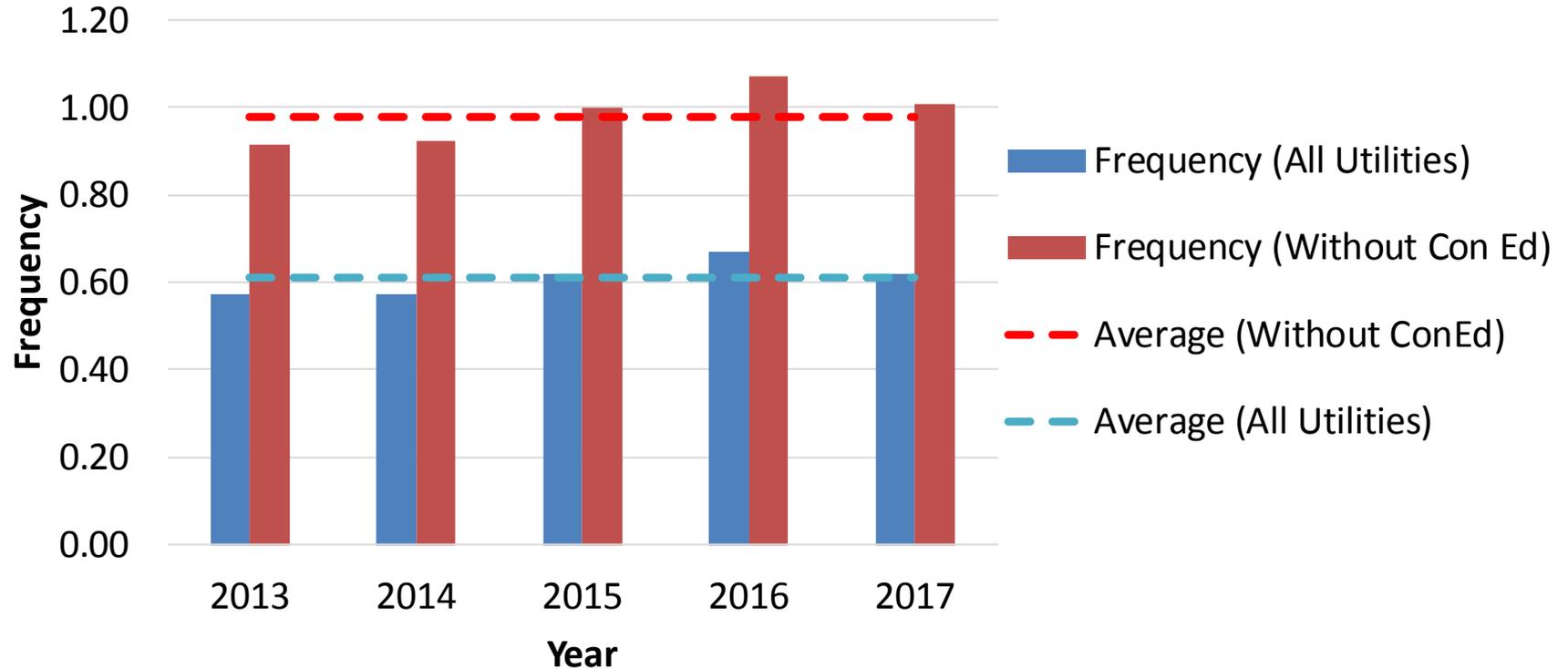
# Questions?

# 2017 Electric Reliability

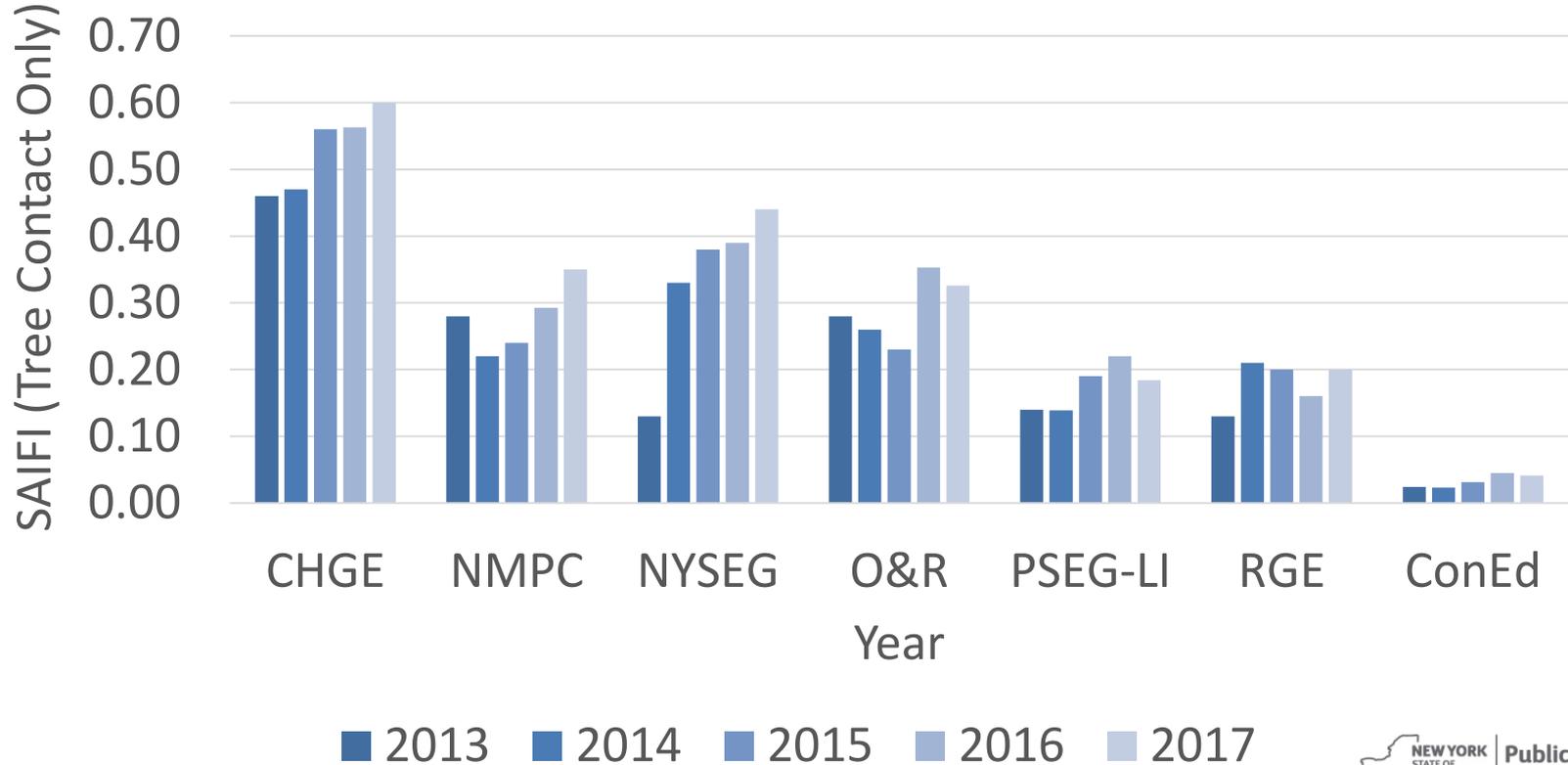
# Monitoring Electric Service Reliability:

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

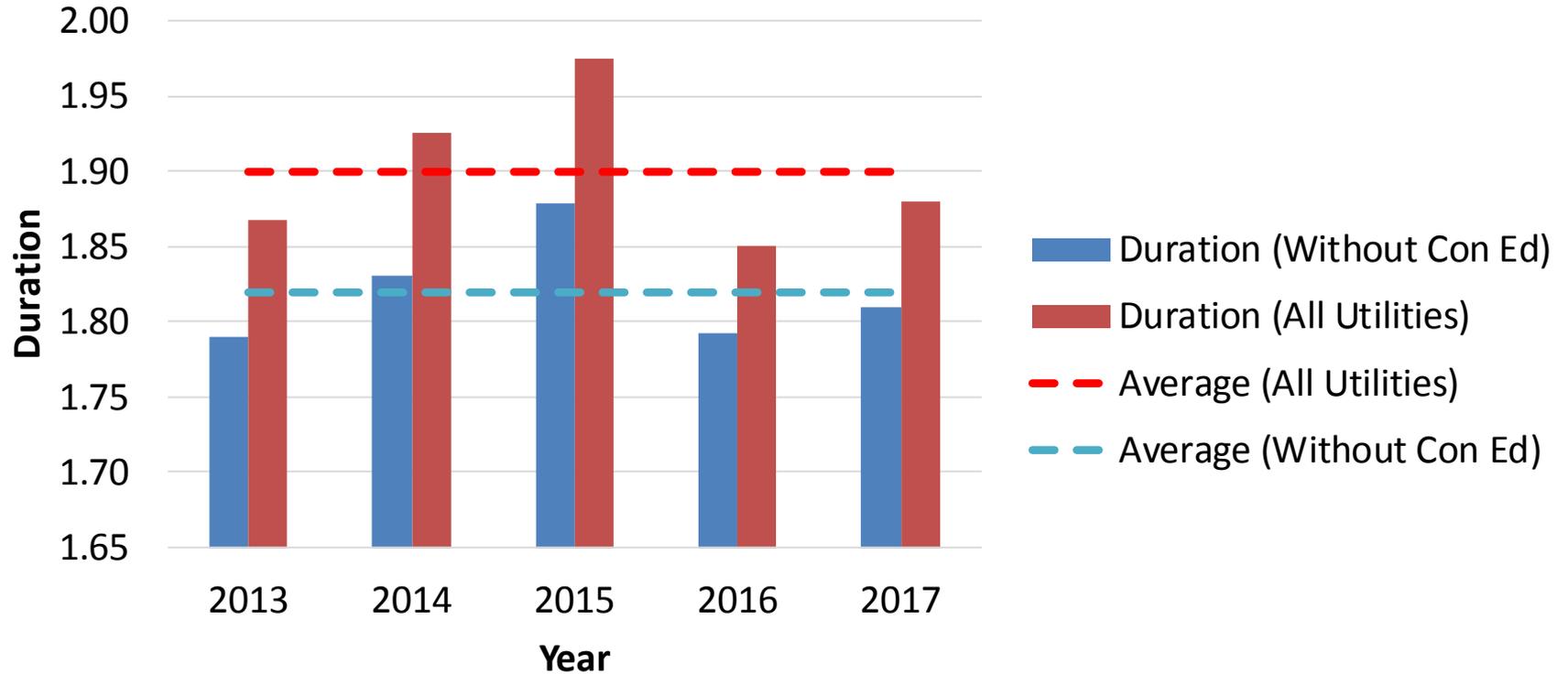
## Statewide Five Year Frequency History (Excluding Major Storms)



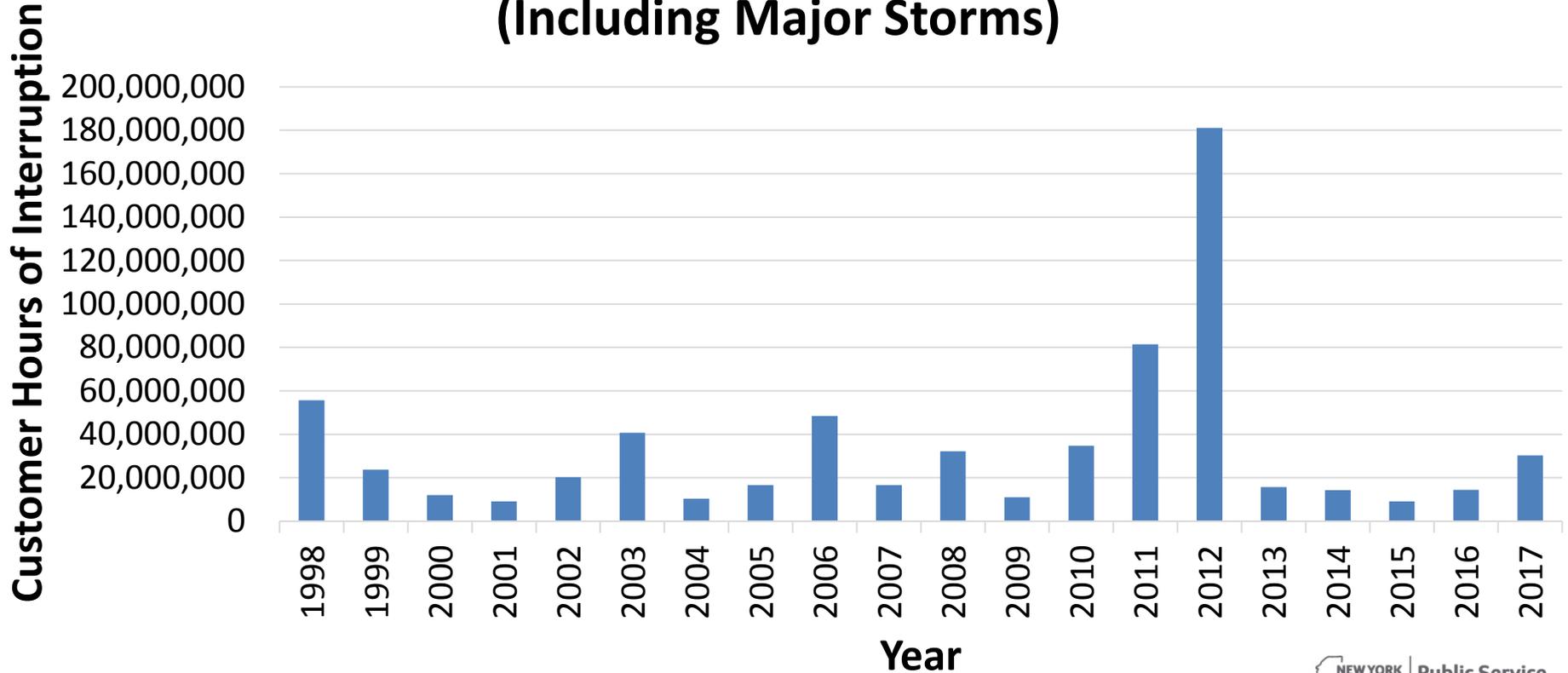
# Tree Related SAIFI



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



## 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

Utility	PSC Complaint Rate	Customer Satisfaction Survey	Appointments Kept	Call Answer Rate ( 30 secs.)	Adjusted Bills	Estimated Bills	New Service Jobs	ONIM	Service Terminations/ Uncollectibles
Central Hud.	✓	✓	✓	✓					
Con Edison	✓	✓	✓	✓				✓	
Corning	✓	✓							✓
KEDNY	✓	✓	✓	✓	✓				✓
KEDLI	✓	✓	✓		✓				✓
NFG	✓	✓	✓	✓	✓	✓	✓		
Niagara Mohawk	✓	✓	✓	✓					
NYSEG	✓	✓	✓	✓		✓			
O & R	✓	✓	✓		✓				✓
RG&E	✓	✓	✓	✓		✓			
St. Lawrence	✓	✓							✓

# 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