
Presented By: Michael Pasinella
Statewide Total Damage Rate per 1,000 One-Call Tickets

2003 through 2016
Emergency Response

Statewide Emergency Response Times

2012 through 2016
Leak Management

Statewide Backlog of Total Leaks

2010 through 2016
Compliance with Gas 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?

The End
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
Mobile Stray Voltage Testing
Location and Range of Voltage Findings

Con Ed / NG / RGE

2015

2016

Non-Utility Facilities
Street Lights/Taffic Signals
Underground
2016 Summary of Shock Reports
Percent of Visual Inspections Completed
Investor-Owned Utilities (Second Year of Third Five-Year Cycle)
Questions?
2016 Electric Reliability
Monitoring Electric Service Reliability:

- Frequency (SAIFI)
- Duration (CAIDI)
- Major Storms (as defined in Part 97)
- Cause Code (tree contacts, equipment failures, accidents, etc.)
- Reliability Performance Mechanism (RPM)
Statewide Five Year Duration History (Excluding Major Storms)
Statewide Five Year Frequency History (Excluding Major Storms)
Staff Report On 2016 Energy Utility Service Quality Performance
Customer Service Performance Indicators

• PSC Complaint Rate
• Appointments Kept
• Billing Accuracy (Adjusted bill percentage)
• Telephone Answer Rate (Percent within 30 seconds)
• Meter Reads (Estimated reading percentage)
• Customer Satisfaction (Survey)
## 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>Telephone Answer Response</th>
<th>Adjusted Bills</th>
<th>Estimated Readings</th>
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Utility Performance on CSPIs

• All of the utilities met their CSPI targets for 2016
  – No negative revenue adjustments are applicable

• Central Hudson, St. Lawrence Gas, and Orange and Rockland achieved positive revenues adjustments for reducing customer terminations and/or uncollectibles
  – Positive revenue adjustments are automatically deferred, and no Commission action is required.