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November 16, 2001

BY HAND DELIVERY
Mary L. Cottrell, Secretary
Department of Telecommunications and Energy
One South Station
Boston, MA 02210

Re: Fitchburg Gas and Electric Light Company, D.T.E. 99-84
Service Quality Plan - Electric Division - Revised

Dear Ms. Cottrell:

Enclosed for filing and approval please find an original and nine (9) copies of Fitchburg Gas and Electric Light Company's Service Quality Plan - Electric Division - Revised - November 16, 2001 ("SQ Plan - Electric - Revised (Nov. 16, 2001"), reflecting additional modifications from that filed yesterday. Enclosed also is a copy of the SQ Plan - Electric - Revised (Nov. 16, 2001) filing redlined to the Department's Guidelines in D.T.E. 99-84.

Please do not hesitate to telephone me with any questions.

Very truly yours,

Patricia M. French

cc: Caroline O'Brien, Hearing Officer, DTE (2 copies)
Jeff Hall, DTE (2 copies)

CERTIFICATION

I, Patricia M. French, certify that I have served a copy of the within filing relative to Fitchburg Gas and Electric Light Company's Service Quality Plan - Electric Division - Revised - November 16, 2001 on each of the individuals on the service list for D.T.E. 99-84 on file with the Secretary of the Department of Telecommunications and Energy.

Dated at Boston, Massachusetts, this 16th day of November, 2001.

Patricia M. French

FITCHBURG GAS AND ELECTRIC LIGHT COMPANY

SERVICE QUALITY PLAN - ELECTRIC DIVISION - REVISED - NOVEMBER 16, 2001

D.T.E. 99-84

November 16, 2001

Fitchburg Gas and Electric Light Company

Electric Division

SERVICE QUALITY PLAN

1. GENERAL

A. Provisions

The following guidelines shall apply to the Electric Division of Fitchburg Gas and Electric Light Company ("FG&E"), unless otherwise indicated. In the event of a conflict between these guidelines and any orders or regulations of the Department, said orders and regulations shall govern.

B. Definitions

"Billing Adjustment" shall mean a revenue adjustment amount resulting from Departmental intervention in a billing dispute between FG&E and a residential customer.

"Circuit" shall mean a conductor or system of conductors through which an electric current is intended to flow.

"Complaint" shall mean a formal complaint to the Consumer Division of the Department wherein the Consumer Division creates a systems record with a customer's name and address.

"Consumer Division Case" shall mean a written record opened by the Consumer Division of the Department in response to a Complaint that meets the criteria set forth in Section III.A.

"Customer Average Interruption Duration Index" or "CAIDI" shall mean the total duration of customer interruption in minutes (as calculated by application of Section V herein) divided by the total number of customer interruptions, expressed in minutes per year. CAIDI characterizes the average time required to restore service to the average customer per sustained interruption during the reporting period.

"Customer Equipment Outage" shall mean an outage caused by customer operation or the

failure of customer-owned equipment.

"Department" shall mean the Department of Telecommunications and Energy.

"Electric Distribution" shall mean the delivery of electricity over lines that operate at a voltage level typically equal to or greater than 110 volts and less than 69,000 volts to an end-use customer within the Commonwealth.

"Electric Distribution Facility" shall mean plant or equipment used for the distribution of electricity that is not a transmission facility, a cogeneration facility, or a small power production facility.

"Electric Distribution Feeder" shall mean a distribution facility circuit conductor between the service equipment, the source of a separately derived system, or other power-supply source and the final branch-circuit overcurrent device.

"Electric Distribution Line Loss" shall mean the electrical energy that is lost in the distribution system. Such loss includes (1) energy that is lost directly due to the delivery of electrical energy and results from the physical properties of the system's wires and transformers and other incidental substation use, and (2) energy that is lost because of diversion, theft, and other unmetered use.

"Electric Distribution Service" shall mean the delivery of electricity to the customer by FG&E over lines that operate at a voltage level typically equal to or greater than 110 volts and less than 69,000 volts.

"Emergency Call" shall mean a telephone call where the caller believes that he or she is confronting special circumstances that might lead to bodily and/or system-related damage if the circumstances remain unaddressed. Examples include, but are not limited to downed wires.

"Excludable Major Event" shall mean a major outage event that meets one of the following criteria: (i) the event is caused by earthquake, fire, or storm of sufficient intensity to give rise to a state of emergency being proclaimed by the Governor (as provided under the Massachusetts Civil Defense Act); (ii) any other event that causes an unplanned interruption of service to 15 percent or more of FG&E's electric customers in an operating area; or (iii) an event that results from the failure or disturbance of a transmission, power supply, or other system that is not owned or operated by FG&E. Notwithstanding the foregoing criteria, an extreme temperature condition would not

constitute an Excludable Major Event.

"Lost Work Time Accident Rate" shall mean the Incidence Rate of Lost Work Time Injuries and Illness per 200,000 Employee Hours as defined by the U.S. Department of Labor Bureau of Labor Statistics.

"Meter Reading" shall mean the act of manually or automatically acquiring customer-specific usage levels of an energy resource, expressed in numerical units, for a defined period by actually consulting the customer's meter.

"Momentary Outage" or "Momentary Interruption" shall mean an outage or interruption of electric service of less than one minute.

"Non-emergency Call" shall mean all telephone calls other than emergency calls.

"Operating Area" shall mean FG&E's electric franchise territory defined as the geographic boundaries of the towns of Ashby, Fitchburg, Lunenburg, and Townsend..

"Outage Reporting Protocol Letter" shall mean the Department's August 24, 2001 letter implementing a revised Outage Reporting Protocol for electric distribution companies.

"Planned Outage" or "planned service interruption" shall mean an outage that is scheduled by the utility and of which customers are notified in advance, including, for example, during the connection of new customers or to ensure the safe performance of maintenance activities.

"Poor Performing Circuit" shall mean any distribution feeder that:

(i) has sustained a circuit SAIDI or SAIFI value for a reporting year that is among the highest (worst) ten percent of FG&E's feeders for any two consecutive reporting years; or

(ii) has sustained a circuit SAIDI or SAIFI value for a reporting year that is more than 300 percent greater than the system average of all feeders in any two consecutive reporting years.

"Restricted Work Day Rate" shall mean the Incidence Rate of Restricted Work cases per 200,000 Employee Hours as defined by the U.S. Department of Labor Bureau of Labor Statistics.

"Service Appointment" shall refer to a mutually agreed upon arrangement for service between FG&E and the customer that specifies the date for FG&E's personnel to perform a service activity that requires the presence of the customer at the time of service.

"System Average Interruption Duration Index" or "SAIDI" shall mean the total duration of customer interruption in minutes (as calculated by application of Section V herein) divided by the total number of customers served by the distribution system, expressed in minutes per year. SAIDI characterizes the average length of time that customers are without electric service during the reporting period.

"System Average Interruption Frequency Index" or "SAIFI" shall mean the total number of customer interruptions divided by the total number of customers served by the distribution system, expressed in interruptions per customer per year. SAIFI characterizes the average number of sustained electric service interruptions for each customer during the reporting period.

"Sustained Outage" or "Sustained Interruption" shall mean an outage or interruption of electric service that lasts at least one minute and is not classified as a momentary outage.

"Transmission and Distribution Revenues" shall mean revenues collected through the base rates of FG&E.

"Year" shall mean calendar year unless otherwise noted.

C. Benchmarking

The historical average and standard deviation for benchmarking is based on the ten most recent years worth of data for FG&E. This is a fixed average for the duration of the PBR. Where ten years worth of information is not available, FG&E will use the maximum number of years of data available, so long as three years are available. As FG&E collects additional data, that data will be included in benchmarking until ten years worth of data is collected.

For SAIDI and SAIFI, the historic average and standard deviation for benchmarking will be based on the years 1996, 1997, 1998, 1999, and 2000.

II. CUSTOMER SERVICE AND BILLING PERFORMANCE MEASURES

A. Telephone Service Factor

FG&E gathers data and report statistics on its handling of telephone calls. Call data is compiled and aggregated monthly. Reporting occurs annually. The reports are submitted in accordance with Section IX below. FG&E reports the percentage of telephone calls that are handled within 20 seconds. FG&E also provides, separately, call-handling times for Emergency Calls and Non-Emergency Calls.

Telephone Service Factor is measured beginning at the point that the caller makes a service selection and ending at the point that the call is responded to by the service area selected by the caller. If the caller does not make a selection, the response time is measured from a point following the completion of FG&E's recorded menu options and ending at the point that a customer-service representative responds to the call.

Telephone Service Factor is a performance measure subject to a revenue penalty.

B. Service Appointments Met As Scheduled

FG&E gathers data and report statistics regarding the number of service calls met on the same day requested, excluding when a customer misses a mutually-agreed upon time. FG&E reports the percentage of scheduled service appointments met by FG&E personnel on the same day requested. Service appointment data is compiled and aggregated monthly. Reporting occurs annually. The reports are submitted in accordance with Section IX, below. Service Appointments Met As Scheduled is a performance measure subject to a revenue penalty.

C. On-Cycle Meter Readings

FG&E gathers data and report statistics for the percentage of meters that are actually read by FG&E on a monthly basis. FG&E reports the percentage of customer meters actually read on a monthly basis. Eligible meters include both residential and commercial accounts. Meter reading data is compiled and aggregated monthly. Reporting occurs annually. The reports are submitted in accordance with Section IX, below. On-cycle Meter Reading is a performance measure subject to a revenue penalty.

III. CUSTOMER SATISFACTION MEASURES

A. Consumer Division Cases

Customer complaints are categorized as a Consumer Division Case where a written record is opened by the Consumer Division using the following criteria:

(1) the individual making the Complaint provides his or her identity to the Consumer Division and is either a (a) current, prospective, or former customer of FG&E against which the Complaint has been lodged, or (b) designee of the current, prospective, or former customer of FG&E;

(2) the individual or his/her designee has contacted FG&E prior to lodging a Complaint with the Department;

(3) the Department's investigator cannot resolve the Complaint without contacting FG&E to obtain more information;

(4) the matter involves an issue or issues over which the Department typically exercises jurisdiction; and

(5) the matter involves an issue or issues over which FG&E has control.

Consumer complaint data and billing adjustment data are employed as service quality measures. The Department compiles and aggregates, on a monthly basis, the frequency of Consumer complaints regarding FG&E. The Department also compiles and aggregates, on a monthly basis, the dollar amounts of Billing Adjustments. The Department reports FG&E-specific data on both of these measures annually. Revenue penalties shall apply to each of these measures.

B. Billing Adjustments

The Department compiles and aggregates, on a monthly basis, the dollar amount of residential Billing Adjustments per 1,000 residential customers. The Department provides such data to FG&E on an annual basis.

C. Consumer Surveys

FG&E provides the results of two surveys to the Department on an annual basis: (1) a customer satisfaction survey of a statistically representative sample of residential customers; and (2) a survey of customers randomly selected from those customers who have contacted FG&E's customer service department within the year in which service is being measured. The representative sample is newly drawn from customers contacting FG&E's customer service area in the year previous and is conducted with a sample of respondents who are *redialed* after having concluded a contact with FG&E's customer service area.

For the residential customer satisfaction survey, customers will be asked to respond to the following question using a scale where 1 = very dissatisfied and 7 = very satisfied; "How satisfied are you with the service you are receiving from Unitil Fitchburg Gas & Electric?" For the customer-specific survey, customers will be asked to respond to the following question using a scale where 1 = very dissatisfied and 7 = very satisfied; "How satisfied were you with the service you received from our customer service department?"

FG&E reports the results of these surveys to the Department on an annual basis as specified in Section IX and includes the results from the previous years of the survey up to a maximum of ten years. No benchmarks are calculated for these survey measures, because no revenue penalty mechanism has been assigned to these measures.

IV. STAFFING LEVEL BENCHMARK

Consistent with G. L. c. 164, §1E, staffing levels will be in accordance with the guidelines and reviewed when FG&E files its annual performance data.

V. ASSUMPTIONS FOR CALCULATING ELECTRIC RELIABILITY MEASURES

For the purpose of calculating SAIDI, SAIFI, and CAIDI, the following assumptions and criteria are used in accumulating outage data for standardizing reliability measurements:

A. Customer Equipment Outages are excluded from the calculation of SAIDI, SAIFI, and CAIDI;

B. Planned outages are excluded from the calculation of SAIDI, SAIFI, and CAIDI;

C. Excludable Major Events are excluded from the calculation of SAIDI, SAIFI, and CAIDI;

D. Momentary Outages are excluded from the calculation of SAIDI, SAIFI, and CAIDI;

E. The beginning of an outage is recorded at the earlier of an automatic alarm or the first report of no power;

F. The end of an outage is recorded at that point that power to customers is restored;

G. Outages involving a primary distribution circuit are included in the calculation of SAIDI, SAIFI, and CAIDI. Outages that do not involve a primary distribution circuit (i.e., secondary, line transformer only or service only) are not included in the standardized indices.

H. Where only part of a circuit experiences an outage, the number of customers affected are estimated, unless an actual count is available. When power is partially restored, the number of customers restored also is estimated.

I. When customers lose power as a result of the process of restoring power (such as from switching operations and fault isolation), the duration of these additional outages is included, but the additional number of interruptions are be included in the calculation.

VI. RELIABILITY AND SAFETY PERFORMANCE MEASURES

A. Electric Reliability

FG&E measures SAIDI and SAIFI on an annual basis in accordance with Section V and compares its performance to a benchmark established by Section I.C. SAIDI and SAIFI shall be performance measures subject to a revenue penalty in Section VII.

B. Lost Work Time Accident Rate

FG&E measures annually its Lost Work Time Accident Rate. The Lost Work Time Accident Rate is a performance measure subject to a revenue penalty in Section VII.

VII. REVENUE PENALTIES AND PENALTY OFFSETS

A. Applicability

The revenue penalty for the performance measures set forth in above in Sections II, III, and VI shall be determined in accordance with the penalty formula in Section VII.B. If FG&E's annual performance for a performance measure falls within or is equal to one standard deviation from the benchmark, no revenue penalty nor penalty offset shall be imposed for that measure. If FG&E's annual performance for a measure exceeds one standard deviation up to two standard deviations (to the closest tenth of a decimal point) above the benchmark, it will be subject to the revenue penalty shown in Section VII.B.

If FG&E's annual performance for a performance measure exceeds two standard deviations above the benchmark in any year, then the Department may open a formal investigation as to the reasons for the poor performance.

Penalty offsets are calculated in a similar fashion to revenue penalties. If FG&E's annual performance for a performance measure falls within or is equal to one standard deviation below the benchmark, no revenue offset is achieved. If FG&E's annual performance is below one standard deviation (to the closest tenth of a decimal point) below the benchmark, it will earn a penalty offset. If FG&E falls below two standard deviations in performance, the penalty offset is capped at the level associated with two standard deviations.

Penalty offsets may only be used to offset revenue penalties in the year they occur. Penalty offsets have no value other than to offset revenue penalties. Penalty offsets acquired on any performance measure may be used to offset revenue penalties on any other performance measure.

B. Penalty and Penalty Offset Formulas

The revenue penalty formula for all performance measures shall be:

$$\text{Penalty}_M = \left[0.25 * \left(\frac{\text{Observed Result - Historical Average Result}}{\text{Standard Deviation}}\right)^2\right] * \text{Maximum Penalty}$$

If: (Observed Result - Historical Average Result) represents performance that is more than one standard deviation worse than the benchmark, and is capped at two standard deviations from the benchmark.

The penalty offset formula for all performance measures shall be:

$$\text{Offset}_M = [0.25*\frac{(\text{Observed Result - Historical Average Result})^2}{\text{Standard Deviation}}]* \text{Maximum Offset}$$

If: (Observed Result - Historical Average Result) represents performance that is more than one standard deviation better than the benchmark, and is capped at two standard deviations from the benchmark.

Where:

Penalty_M = revenue penalty applied to performance measure M;

Offset_M = penalty offset applied to performance measure M;

Observed Result = the average actual performance measure achieved in year_y, rounded to the applicable decimal place as specified for each measure in Section VIII.A;

Historical Average Result = the average historical actual result, based on an arithmetic average of the previous $\text{years}_{a..x}$ of historic data, rounded to the applicable decimal place as specified for each benchmark in Section VIII.C;

Standard Deviation = standard deviation of the historical average result; and

Maximum Penalty = $(PCL_M)*(AR*0.02-CP)$

Maximum Offset = $(PCL_M)*(AR*0.02-CP)$

Where:

PCL_M = Performance category liability for the measure expressed as a percentage (derived from Section VII. D); and

AR = Annual Transmission and Distribution Revenues of FG&E for the

applicable year.

CP = Customer payments credited during the applicable year under Section XI.

C. Apportionment of Penalty Among Performance Measures

Revenue penalties shall be apportioned among the various performance measures as follows:

Safety and Reliability	
SAIDI	22.5 percent
SAIFI	22.5 percent
Lost Work-Time Accident Rate	10.0 percent
Customer Service and Billing	
Telephone Answering Rate	12.5 percent
Service Appointments Met	12.5 percent
On-Cycle Meter Readings	10.0 percent
Consumer Division Statistics	
Consumer Division Cases	5.0 percent
Billing Adjustments	5.0 percent

VIII. REPORTING REQUIREMENTS

A. Reliability, Line Loss, and Safety Indices and Rates

FG&E reports on an annual basis SAIDI, SAIFI, CAIDI, Lost Work Time Accident Rate, Electric Distribution Line Loss, Restricted Work Day Rate, and damage to FG&E property. These reports are submitted in accordance with Section IX below.

CAIDI and SAIDI is reported in terms of minutes and is measured and reported to the nearest 100th of a minute. SAIFI is reported to the nearest 1000th of a reported outage. The Lost Work Time Accident Rate is reported to the nearest 100th of an accident. Restricted Work Day Rate is reported to the nearest 100th of a case. Electric Distribution Line Loss is reported to the nearest 10th of a percentage point. The Customer Service and Billing Measures are reported to the nearest 10th of a percentage point.

Substantiation of:

(1) FG&E's Electric Distribution Line Loss value,

(2) the accompanying adjustments that were made to standardize the value to specific reference conditions, and

(3) the specific reference conditions

are reviewable as part of FG&E's annual reports on electric distribution line loss.

Property damage reports relating to incidents involving property of FG&E's electric division (in amounts greater than $50,000 per incident) shall be filed annually. A report shall be submitted to the Department within 48 hours of the incident and shall include the same information as that submitted for accidents, as described in this Section VIII.I.

B. Past Reliability and Safety Performance Data

FG&E reports the Lost Work Time Accident Rate data from the past ten years in the same fashion as in Section VIII.A. FG&E reports SAIDI and SAIFI data as described in Section I.C. in the same fashion as in Section VIII.A. FG&E's SAIDI and SAIFI historical data has been standardized (consistent with the method in Section V). The SAIDI, SAIFI, and Lost Work Time Accident Rate data shall be filed annually in accordance with Section IX below. Accordingly, FG&E's first annual report will describe any limitations in data that affect its standardization of SAIDI and SAIFI, and shall provide FG&E's best estimate of the statistical error inherent in the standardized indices.

C. Benchmarks

FG&E provides the supporting calculations that were used in determining the standard deviation and benchmark values. SAIDI is reported in terms of minutes and shall be measured and reported to the nearest 100th of a minute. SAIFI is reported to the nearest 1000th of a reported outage. The Lost Work Time Accident Rate is reported to the nearest 100th of an accident. The Customer Service and Billing standards are reported to the nearest 10th of a percentage point. The reports are submitted in accordance with Section IX below.

Lost Work Time Accident Rate performance standards and benchmark, Customer Service and Billing performance standards and benchmark, and Customer Satisfaction performance standards and benchmark that were determined in accordance with Sections II, III, and VI, above are reported annually. SAIDI and SAIFI performance standards and benchmarks that were determined in accordance with Section VI, above, are reported

annually.

D. Annual Major Outage Events

FG&E identifies and reports on an annual basis the outages that are considered Excludable Major Events. For each major event excludable under the standard above, FG&E reports the total number of customers affected, the service area affected, the number of customers without service at periodic intervals, the time frame of longest customer interruption, and the number of crews used to restore service on a per shift basis. In addition, FG&E's report includes FG&E's policy on tree trimming, including its tree trimming cycle, inspection procedures, and typical minimum vegetation clearance requirement from electric lines. These reports are to be submitted in accordance with Section IX, below.

E. Capital Expenditure Information

All capital investment approved and capital investment completed in FG&E's transmission and distribution infrastructure to ensure delivery of reliable electricity is reported annually by FG&E. This report includes a list of its major capital investment projects that relate to maintain transmission and distribution reliability and a summary description of each project. The summary includes a list and location of each transmission and distribution facility that was modified, upgraded, replaced, and/or constructed as well as the costs and scope of work involved in the facility modification, upgrade, replacement, and/or construction.

FG&E reports the same capital expenditure data from the ten most recent years in the same fashion as in the previous paragraph. FG&E will provide this data in its first annual report.

The reports are to be submitted in accordance with Section IX below.

F. Spare Component and Acquisition Inventory Policy and Practice

FG&E's policy for identifying, acquiring, and stocking critical spare components for its distribution and transmission system will be reported on an annual basis. FG&E's first annual report will address how this policy has changed or evolved over the past 10 years. The reports are to be submitted in accordance with Section IX below.

G. Poor Performing Circuits

FG&E will identify and report on an annual basis its poor performing circuits. FG&E's report on these poor performing circuits will include the following information:

(1) the feeder or circuit identification number;
(2) the feeder or circuit location;
(3) the reason(s) why the circuits performed poorly during the reporting year;
(4) the number of years that the circuit(s) performed poorly;
(5) the steps that are being considered and/or have been implemented to improve the reliability of these circuits; and
(6) the SAIDI or SAIFI value for the specific circuit(s).

The reports are to be submitted in accordance with Section IX below.

H. Electric Service Outages

FG&E reports the distribution and transmission outages consistent with the Department's Outage and Accident Reporting Procedures (see Outage Reporting Protocol Letter, dated Aug. 24, 2001).

I. Other Safety Performance Measures

In compliance with the requirements of G.L. c. 164, § 95 and the Department's August 24, 2001 Outage Reporting Protocol Letter, FG&E reports to the Department within a 24-hour period of an accident the following information:

(1) time and date of incident;
(2) time and date of the notice to the Department;
(3) location of the incident;
(4) a detailed description of the accident including information about fatalities, injuries, facilities and third-party property damage; and
(5) the name and telephone number of a FG&E employee who may be contacted about the accident.

IX. SUBMITTING ANNUAL REPORTS TO THE DEPARTMENT

FG&E will file each annual report with the Department by March 1 of each year,

reflecting the data from the previous year(s). The annual report will be submitted in the following manner:

A. the original to Secretary, Department of Telecommunications and Energy, One South Station, Boston, Massachusetts 02110;

B. one copy to the Electric Power Division Director, Department of Telecommunications and Energy, One South Station, Boston, Massachusetts 02110;

C. one copy to the Rates and Revenues Division Director, Department of Telecommunications and Energy, One South Station, Boston, Massachusetts, 02110;

D. one copy of the report to the Consumer Division Director, Department of Telecommunications and Energy, One South Station, Boston Massachusetts 02110; and

E. an electronic copy of the report to the Department, by one of two means: (1) by e-mail attachment to dte.efiling@state.ma.us; or (2) on a 3.5" floppy diskette, IBM-compatible format to the Director of Electric Power Division, Department of Telecommunications and Energy, One South Station, Boston Massachusetts 02110. The text of the e-mail or the diskette label must specify: (1) an easily identifiable case caption; (2) docket number; (3) name of the person or Company submitting the filing, and (4) a brief descriptive title of document (e.g., comments or petition to intervene). The electronic filing should also include the name, title and phone number of a person to contact in the event of questions about the filing. Text responses should be written in either Word Perfect (naming the document with a ".wpd" suffix) or in Microsoft Word, (naming the document with a ".doc" suffix). Data or spreadsheet responses should be compatible with Microsoft Excel.

X. BILLING INFORMATION

Upon approval by the Department, FG&E will place language on the back side of customer bills, which notifies customers of (a) their ability to contact the Department regarding service quality complaints or questions, and (b) the Department's website address (www.magnet.state.ma.us/dpu).

XI. CUSTOMER SERVICE GUARANTEES

FG&E will provide customer service guarantees for two customer service measures: (1) failure to keep service appointments, and (2) lack of notification of planned service interruptions. FG&E guarantees that if it fails to keep a service appointment or it fails to notify a customer of a planned service interruption, it will credit the customer $25. Any customer payments credited during the applicable year will be deducted from the maximum penalty and maximum offset formulas provided in Section VII. FG&E reports any customer service guarantee payments to the Department on an annual basis in accordance with Section IX.

XII. GENERAL RESERVATION

The Department retains the discretion to waive or depart from any provision of these guidelines as the interests of fairness may require.

FITCHBURG GAS AND ELECTRIC LIGHT COMPANY

SERVICE QUALITY PLAN -
ELECTRIC DIVISION -
REVISED - NOVEMBER 16, 2001

REDLINED TO DEPARTMENT'S GUIDELINES

D.T.E. 99-84

November 16, 2001

Fitchburg Gas and Electric Light Company ~~ATTACHMENT 1~~

Electric Division

SERVICE QUALITY PLAN~~GUIDELINES~~

1. GENERAL

A. Provisions

The following guidelines shall apply to the Electric Division of Fitchburg Gas and Electric Light Company ("FG&E")~~every gas and electric distribution company authorized to do business in the Commonwealth of Massachusetts~~, unless otherwise indicated. In the event of a conflict between these guidelines and any orders or regulations of the Department, said orders and regulations shall govern. ~~If a gas or electric distribution company requests approval of a service quality plan that deviates, in whole or in part, from these guidelines, the request must be accompanied by reasons for each and every departure.~~

B. Definitions

"Billing Adjustment" shall mean a revenue adjustment amount resulting from Departmental intervention in a billing dispute between FG&E~~a Company~~ and a residential customer.

"Circuit" shall mean a conductor or system of conductors through which an electric current is intended to flow.

~~"Class I Odor Call" shall mean those calls that relate to a strong odor of gas throughout a household or outdoor area, or a severe odor from a particular area.~~

~~"Class II Odor Call" shall mean calls involving an occasional or slight odor at an appliance.~~

~~"Company" or "Companies" shall refer to electric and gas distribution companies unless other wise indicated.~~

"Complaint" shall mean a formal complaint to the Consumer Division of the Department wherein the Consumer Division creates a systems record with a customer's name and address.

"Consumer Division Case" shall mean a written record opened by the Consumer Division of the Department in response to a Complaint that meets the criteria set forth in Section III.A.

"Customer Average Interruption Duration Index" or "CAIDI" shall mean the total duration of customer interruption in minutes (as calculated by application of Section V herein) divided by the total number of customer interruptions, expressed in minutes per year. CAIDI characterizes the average time required to restore service to the average customer per sustained interruption during the reporting period.

"Customer Equipment Outage" shall mean an outage caused by customer operation or the failure of customer-owned equipment.

"Department" shall mean the Department of Telecommunications and Energy.

"Electric Distribution" shall mean the delivery of electricity over lines that operate at a voltage level typically equal to or greater than 110 volts and less than 69,000 volts to an end-use customer within the Commonwealth.

"Electric Distribution Facility" shall mean plant or equipment used for the distribution of electricity that is not a transmission facility, a cogeneration facility, or a small power production facility.

"Electric Distribution Feeder" shall mean a distribution facility circuit conductor between the service equipment, the source of a separately derived system, or other power-supply source and the final branch-circuit overcurrent device.

"Electric Distribution Line Loss" shall mean the electrical energy that is lost in the distribution system. Such loss includes (1) energy that is lost directly due to the delivery of electrical energy and results from the physical properties of the system's wires and transformers and other incidental substation use, and (2) energy that is lost because of diversion, theft, and other unmetered use.

"Electric Distribution Service" shall mean the delivery of electricity to the customer by FG&E~~the electric distribution company~~ over lines that operate at a voltage level typically equal to or greater than 110 volts and less than 69,000 volts.

"Emergency Call" shall mean a telephone call where the caller believes that he or she is confronting special circumstances that might lead to bodily and/or system-related damage if the circumstances remain unaddressed. Examples include, but are not limited to~~,~~ downed wires~~, gas leaks, and gas odor reports~~.

"Excludable Major Event" shall mean a major outage event that meets one of the following criteria: (i) the event is caused by earthquake, fire, or storm of sufficient intensity to give rise to a state of emergency being proclaimed by the Governor (as provided under the Massachusetts Civil Defense Act); (ii) any other event that causes an unplanned interruption of service to 15 percent or more of FG&E's electric ~~the electric distribution company's~~ customers in an operating area; or (iii) an event that results from the failure or disturbance of a transmission, power supply, or other system that is not owned or operated by FG&E~~the electric distribution company~~. Notwithstanding the foregoing criteria, an extreme temperature condition would not constitute an Excludable Major Event.

"Lost Work Time Accident Rate" shall mean the Incidence Rate of Lost Work Time Injuries and Illness per 200,000 Employee Hours as defined by the U.S. Department of Labor Bureau of Labor Statistics.

"Meter Reading" shall mean the act of manually or automatically acquiring customer-specific usage levels of an energy resource, expressed in numerical units, for a defined period by actually consulting the customer's meter.

"Momentary Outage" or "Momentary Interruption" shall mean an outage or interruption of electric service of less than one minute.

"Non-emergency Call" shall mean all telephone calls other than emergency calls.

"Operating Area" shall mean ~~a geographical subdivision of~~ FG&E's~~each electric distribution company's~~ electric franchise territory defined as the geographic boundaries of the towns of Ashby, ~~F~~Fitchburg, Lunenburg, and Townsend. ~~as defined by the electric distribution company. These areas may also be referred to as regions, divisions, or districts~~.

"Outage Reporting Protocol Letter" shall mean the Department's August 24, 2001 letter implementing a revised Outage Reporting Protocol for electric distribution companies.

"Planned Outage" or "planned service interruption" shall mean an outage that is scheduled by the utility and of which customers are notified in advance, including, for example, during the connection of new customers or to ensure the safe performance of maintenance activities.

"Poor Performing Circuit" shall mean any distribution feeder that:

(i) has sustained a circuit SAIDI or SAIFI value for a reporting year that is among the highest (worst) ten percent of FG&E's~~that utility's~~ feeders for any two consecutive reporting years; or

(ii) has sustained a circuit SAIDI or SAIFI value for a reporting year that is more than 300 percent greater than the system average of all feeders in any two consecutive reporting years.

"Restricted Work Day Rate" shall mean the Incidence Rate of Restricted Work cases per 200,000 Employee Hours as defined by the U.S. Department of Labor Bureau of Labor Statistics.

"Service Appointment" shall refer to a mutually agreed upon arrangement for service between FG&E~~the Company~~ and the customer that specifies the date for FG&E's~~the Company's~~ personnel to perform a service activity that requires the presence of the customer at the time of service.

~~"Service Interruption To A High-profile Customer" shall mean an outage that has a reasonable probability of involving a high-profile customer, including a hospital, airport, or large manufacturing, commercial, or institutional customer (who has a demand of 1 megawatt or greater).~~

"System Average Interruption Duration Index" or "SAIDI" shall mean the total duration of customer interruption in minutes (as calculated by application of Section V herein) divided by the total number of customers served by the distribution system, expressed in minutes per year. SAIDI characterizes the average length of time that customers are without electric service during the reporting period.

"System Average Interruption Frequency Index" or "SAIFI" shall mean the total number of customer interruptions divided by the total number of customers served by the distribution system, expressed in interruptions per customer per year. SAIFI characterizes the average number of sustained electric service interruptions for each customer during the reporting period.

"Sustained Outage" or "Sustained Interruption" shall mean an outage or interruption of electric service that lasts at least one minute and is not classified as a momentary outage.

"Transmission and Distribution Revenues" shall mean revenues collected through the base rates of FG&E~~a transmission and distribution company~~.

~~"Unaccounted-for Gas" shall mean the reduction in the quantity of natural gas flowing through a pipeline that results from leaks, venting, and other physical and operational circumstances on a pipeline system. Unaccounted-for Gas is also referred to as a line loss.~~

"Year" shall mean calendar year unless otherwise noted.

C. Benchmarking

The historical average and standard deviation for benchmarking ~~will~~ is~~be~~ based on the ten most recent years worth of data for FG&E~~each Company~~. This ~~will be~~is a fixed average for the duration of the PBR. Where ten years worth of information is not available~~to a specific Company~~, FG&E will~~the Company is directed to~~ use the maximum number of years of data available, so long as three years are available. As FG&E~~the Company~~ collects additional data, that data will be included in benchmarking until ten years worth of data is collected.

For SAIDI and SAIFI, the historic average and standard deviation for benchmarking will be based on the years 1996, 1997, 1998, 1999, and 2000.

II. CUSTOMER SERVICE AND BILLING PERFORMANCE MEASURES

A. Telephone Service Factor

FG&E~~Each Company~~ ~~shall~~ gathers data and report statistics on its handling of telephone calls. Call data ~~shall be~~is compiled and aggregated monthly. Reporting ~~shall~~ occurs annually. The reports ~~shall be~~are submitted in accordance with Section IX below. FG&E~~Each Company~~ ~~shall~~ reports the percentage of telephone calls that are handled within 20 seconds.~~a time interval that is consistent with a Company's existing telephone response-time measurement system, or as otherwise approved by the Department. Companies who have had no telephone response-time measurement system until the date of this Order shall adopt a 20-second performance standard. At the conclusion of five years from the date of this Order, all Companies shall adopt the 20-second performance standard.~~ FG&E~~Each Company~~ ~~shall~~ also provides, separately, call-handling times for Emergency Calls and Non-Emergency Calls.

Telephone Service Factor ~~shall be~~is measured beginning at the point that the caller makes a service selection and ending at the point that the call is responded to by the service area selected by the caller. If the caller does not make a selection, the response time ~~shall be~~is measured from a point following the completion of FG&E's~~the Company's~~ recorded menu options and ending at the point that a customer-service representative responds to the call.

Telephone Service Factor ~~shall be~~is a performance measure subject to a revenue penalty.

B. Service Appointments Met As Scheduled

FG&E~~Each Company~~ ~~shall~~ gathers data and report statistics regarding the number of service calls met on the same day requested, excluding when a customer misses a mutually-agreed upon time. FG&E~~Each Company~~ ~~shall~~ reports the percentage of scheduled service appointments met by FG&E~~Company~~ personnel on the same day requested. Service appointment data ~~shall be~~is compiled and aggregated monthly. Reporting ~~shall~~ occurs annually. The reports ~~shall be~~are submitted in accordance with Section IX, below. Service Appointments Met As Scheduled ~~shall be~~is a performance measure subject to a revenue penalty.

C. On-Cycle Meter Readings

FG&E~~Each Company~~ ~~shall~~ gathers data and report statistics for the percentage of meters that are actually read by FG&E~~the Company,~~ on a monthly basis. FG&E~~Each Company~~ ~~shall~~ reports the percentage of customer meters actually read on a monthly basis. Eligible meters include bo~~th~~ residential and commercial accounts. Meter reading data ~~shall be~~ is compiled and aggregated monthly. Reporting ~~shall~~ occurs annually. The reports ~~shall be~~are submitted in accordance with Section IX, below. On-cycle Meter Reading ~~shall be~~is a performance measure subject to a revenue penalty.

III. CUSTOMER SATISFACTION MEASURES

A. Consumer Division Cases

Customer complaints ~~shall be~~are categorized as a Consumer Division Case where a written record is opened by the Consumer Division using the following criteria:

(1) the individual making the Complaint provides his or her identity to the Consumer Division and is either a (a) current, prospective, or former customer of FG&E~~the Company~~ against which the Complaint has been lodged~~Company~~, or (b) designee of the current, prospective, or former customer of FG&E~~the Company~~;

(2) the individual or his/her designee has contacted FG&E~~the Company from which the customer receives distribution service~~ prior to lodging a Complaint with the Department;

(3) the Department's investigator cannot resolve the Complaint without contacting FG&E~~the Company~~ to obtain more information;

(4) the matter involves an issue or issues over which the Department typically exercises jurisdiction; and

(5) the matter involves an issue or issues over which FG&E~~the Company~~ has control.

Consumer complaint data and billing adjustment data ~~shall be~~are employed as service quality measures. The Department ~~will~~ compiles and aggregates, on a monthly basis, the frequency of Consumer complaints regarding FG&E. The Department also ~~will~~ compiles and aggregates, on a monthly basis, the dollar amounts of Billing Adjustments. The Department ~~will~~ reports FG&E-specific data on both of these measures annually.~~The Department will offer company-specific meetings to discuss each Company's performance annually.~~ Revenue penalties shall apply to each of these measures.

B. Billing Adjustments

The Department ~~will~~ compiles and aggregates, on a monthly basis, the dollar amount of residential Billing Adjustments per 1,000 residential customers. The Department ~~will~~ provides such data to FG&E~~each Company~~ on an annual basis. ~~Upon request of the Company, the Department may conduct a company-specific meeting to discuss the Company's performance.~~

C. Consumer Surveys

FG&E~~Each Company~~ ~~shall~~ provides the results of two surveys to the Department on an annual basis: (1) a customer satisfaction survey of a statistically representative sample of residential customers; and (2) a survey of customers randomly selected from those

customers who have contacted FG&E's~~the Company's~~ customer service department within the year in which service is being measured. The representative sample ~~shall be~~is newly drawn from customers contacting FG&E's~~the Company's~~ customer service area in the year previous and ~~shall be~~is conducted with a sample of respondents who are *redialed* after having -concluded a contact with FG&E's~~the Company's~~ customer service area. ~~The surveys, if conducted internally, shall be pre-approved by the Department regarding the method and customer questions.~~

For the residential customer satisfaction survey, customers will be asked to respond to the following question ~~shall be used: "U~~using a scale where 1 = very dissatisfied and 7 = very satisfied; "How satisfied are you with the service you are receiving from Unitil Fitchburg Gas & Electric~~Company name~~?" For the customer-specific survey, customers will be asked to respond to the following question ~~shall be employed: "U~~using a scale where 1 = very dissatisfied and 7 = very satisfied; "~~h~~How satisfied were you with the service you received from ~~the~~ our customer service department~~ of Company Name~~?"

FG&E~~Each Company~~ ~~shall~~ reports the results of these surveys to the Department on an annual basis as specified in Section IX and ~~shall~~ includes the results from the previous years of the survey up to a maximum of ten years. No benchmarks ~~shall be~~ are calculated for these survey measures, because no revenue penalty mechanism has been assigned to these measures.

IV. STAFFING LEVEL BENCHMARK

~~Staffing benchmarks will be established on a company-specific basis and will be determined by the then-effective collective bargaining agreement for each Company.~~ Consistent with G.L. c. 164, §1E, staffing levels will be in accordance with the guidelines and reviewed when FG&E files its annual performance data.

V. ASSUMPTIONS FOR CALCULATING ELECTRIC RELIABILITY MEASURES

For the purpose of calculating SAIDI, SAIFI, and CAIDI, the following assumptions and criteria are ~~to be~~ used in accumulating outage data for standardizing reliability measurements:

A. Customer Equipment Outages ~~shall be~~are excluded from the calculation of SAIDI, SAIFI, and CAIDI;

B. Planned outages ~~shall be~~are excluded from the calculation of SAIDI, SAIFI, and CAIDI;

C. Excludable Major Events ~~shall be~~are excluded from the calculation of SAIDI, SAIFI, and CAIDI;

D. Momentary Outages ~~shall be~~are excluded from the calculation of SAIDI, SAIFI, and CAIDI;

E. The beginning of an outage ~~shall be~~is recorded at the earlier of an automatic alarm or the first report of no power;

F. The end of an outage ~~shall be~~is recorded at that point that power to customers is restored;

G. Outages involving a primary distribution circuit ~~shall be~~are included in the calculation of SAIDI, SAIFI, and CAIDI. Outages that do not involve a primary distribution circuit (i.e., secondary, line transformer only or service only) ~~shall~~are not ~~be~~ included in the standardized indices.

H. Where only part of a circuit experiences an outage, the number of customers affected ~~shall be~~are estimated, unless an actual count is available. When power is partially restored, the number of customers restored also ~~shall be~~is estimated.

I. When customers lose power as a result of the process of restoring power (such as from switching operations and fault isolation), the duration of these additional outages ~~shall be~~is included, but the additional number of interruptions ~~shall not~~are be included in the calculation.

VI. RELIABILITY AND SAFETY PERFORMANCE MEASURES

A. Electric Reliability

FG&E~~Each electric distribution company~~ ~~shall~~ measures SAIDI and SAIFI on an annual basis in accordance with Section V and compares its performance ~~following the implementation of the PBR Plan~~ to a benchmark established by Section I.C. SAIDI and SAIFI shall be performance measures subject to a revenue penalty in Section VII. ~~Notwithstanding these provisions, to the extent that an electric distribution company measures SAIDI and SAIFI in a manner inconsistent with the method in Section V, such Company may measure SAIDI and SAIFI consistent with its historic method; however, a Company that chooses to use its own historic method shall:~~

~~(1) demonstrate why it cannot reasonably convert the data to the method in Section V,~~
~~(2) calculate the historic average for benchmarking using its same historic method for purposes of Section VII, and~~
~~(3) in addition to reporting SAIDI and SAIFI using its own historic method, report all SAIDI and SAIFI data consistent with the method in Section V. These data will not be used in the calculations of revenue penalties in Section VII.~~

B. ~~Response to Odor Calls~~

~~Each gas distribution Company shall respond to 95 percent of all Class I and Class II odor calls in one hour or less. Response to Odor Calls shall be a performance measure subject to a revenue penalty in Section VII.~~

~~C.~~ Lost Work Time Accident Rate

FG&E~~Each Company~~ ~~shall~~ measures annually its Lost Work Time Accident Rate. The Lost Work Time Accident Rate ~~shall be~~is a performance measure subject to a revenue penalty in Section VII.

VII. REVENUE PENALTIES AND PENALTY OFFSETS

A. Applicability

The revenue penalty for the performance measures set forth in above in Sections II, III,

and VI~~, except for Section VI.B,~~ shall be determined in accordance with the penalty formula in Section VII.B. If FG&E's~~a Company's~~ annual performance for a performance measure falls within or is equal to one standard deviation from the benchmark, no revenue penalty nor penalty offset shall be imposed for that measure. If FG&E's~~a Company's~~ annual performance for a measure exceeds one standard deviation up to two standard deviations (to the closest tenth of a decimal point) above the benchmark, it will be subject to the revenue penalty shown in Section VII.B.

If FG&E's~~a Company's~~ annual performance for a performance measure exceeds two standard deviations above the benchmark in any year, then the Department may open a formal investigation as to the reasons for the ~~Company's~~ poor performance.

Penalty offsets are calculated in a similar fashion to revenue penalties. If FG&E's~~a Company's~~ annual performance for a performance measure falls within or is equal to one standard deviation below the benchmark, no revenue offset is achieved. If FG&E's~~a Company's~~ annual performance is below one standard deviation (to the closest tenth of a decimal point) below the benchmark, it will earn a penalty offset. If FG&E~~the Company~~ falls below two standard deviations in performance, the penalty offset is capped at the level associated with two standard deviations.

Penalty offsets may only be used to offset revenue penalties in the year they occur. Penalty offsets have no value other than to offset revenue penalties. Penalty offsets acquired on any performance measure may be used to offset revenue penalties on any other performance measure.

~~The revenue penalty for Section VI.B shall be determined in accordance with the penalty formula in Section VII.C. If a Company's annual performance for this measure equals or falls below 91 percent, then the Department may open a formal investigation as to the reasons for the Company's poor performance.~~

B. Penalty and Penalty O~~o~~ffset Formulas

The revenue penalty formula for all performance measures ~~(except for the measure in Section VI.B)~~ shall be:

$$\text{Penalty}_M = [0.25*\left(\frac{\text{Observed Result - Historical Average Result}}{\text{Standard Deviation}}\right)^2]* \text{ Maximum Penalty}$$

If: (Observed Result - Historical Average Result) ~~is a positive value~~represents performance that is more than one standard deviation worse than the benchmark, and is capped at two standard deviations from the benchmark.

The penalty offset ~~penalty~~ formula for all performance measures ~~(except for the measure in Section VI. B)~~ shall be:

$$\text{Offset}_M = [0.25*(\text{Observed Result - Historical Average Result})^2]* \text{Maximum Offset}$$
$$\text{Standard Deviation}$$

If: (Observed Result - Historical Average Result) ~~is a negative value~~represents performance that is more than one standard deviation better than the benchmark, and is capped at two standard deviations from the benchmark.

Where:

Penalty_M = revenue penalty applied to performance measure M;

Offset_M = penalty offset applied to performance measure M;

Observed Result = the average actual performance measure achieved in year_y, rounded to the applicable decimal place as specified for each measure in Section VIII.A;

Historical Average Result = the average historical actual result, based on an arithmetic average of the previous $\text{years}_{a..x}$ of historic data, rounded to the applicable decimal place as specified for each benchmark in Section VIII.C;

Standard Deviation = standard deviation of the historical average result; and

Maximum Penalty = $(PCL_M)*(AR*0.02-CP)$

Maximum Offset = $(PCL_M)*(AR*0.02-CP)$

Where:

PCL_M = Performance category liability for the measure expressed as a percentage (derived from Section VII. D); and

AR = Annual Transmission and Distribution Revenues of FG&E~~a Company~~ for the applicable year.

CP = Customer payments credited during the applicable year under Section XI.

~~C. Penalty Formula for Class I and Class II Odor Calls~~

~~The revenue penalty formula for the performance measure set forth in Section VI.B shall be:~~

~~Class I and II Odor Call Penalty = Penalty Factor*Maximum Penalty~~

~~Where:~~

~~Penalty Factor is derived from Table PF, below:~~

~~**Table PF**~~

~~Penalty Factor~~	~~Calculation~~
~~.25~~	~~when PP-OR = 1 percent~~
~~.50~~	~~when PP-OR = 2 percent~~
~~.75~~	~~when PP-OR = 3 percent~~
~~1.00~~	~~when PP-OR = 4 percent or more~~

~~Where:~~

~~PP = 95 percent Fixed Target Benchmark~~

~~OR = Observed percentage of Class I and Class II Odor Calls actually responded to within 60 minutes achieved in year, rounded to the nearest percentage~~

~~point: and~~

~~Maximum Penalty = (PCL)*(AR*0.02)~~

~~Where:~~

~~PCL = Performance category liability for the Class I & II Odor Calls measure expressed as a percentage (derived from Section VII. D); and~~

~~AR = Annual Transmission and Distribution Revenues of a Company for the applicable year.~~

C~~D~~. Apportionment of Penalty Among Performance Measures

Revenue penalties shall be apportioned among the various performance measures as follows:

Safety and Reliability	
SAIDI	22.5 percent ~~(electric distribution companies only)~~
SAIFI	22.5 percent ~~(electric distribution companies only)~~
~~Class I & II Odor Calls~~	~~15.0 percent (gas distribution companies only)~~
Lost Work-Time Accident Rate	10.0 percent
Customer Service and Billing	
Telephone Answering Rate	12.5 percent
Service Appointments Met	12.5 percent
On-Cycle Meter Readings	10.0 percent
Consumer Division~~s~~ Statistics	
Consumer Division Cases	5.0 percent
Billing Adjustments	5.0 percent

VIII. REPORTING REQUIREMENTS

A. Reliability, Line Loss, and Safety Indices and Rates

FG&E~~Each Company~~ ~~shall~~ reports on an annual basis SAIDI, SAIFI, CAIDI, Lost Work Time Accident Rate, Electric Distribution Line Loss, ~~Unaccounted for Gas,~~ Restricted Work Day Rate, and damage to FG&E~~company~~ property~~, and percentage of all Class I and Class II odor calls responded in one hour or less~~. These reports ~~shall be~~are submitted

in accordance with Section IX below.

CAIDI and SAIDI ~~shall be~~is reported in terms of minutes and ~~shall be~~is measured and reported to the nearest 100th of a minute. SAIFI ~~shall be~~is reported to the nearest 1000th of a reported outage. The Lost Work Time Accident Rate ~~shall be~~is reported to the nearest 100th of an accident. Restricted Work Day Rate ~~shall be~~is reported to the nearest 100th of a case. Electric Distribution Line Loss ~~shall be~~is reported to the nearest 10th of a percentage point. ~~Unaccounted for Gas shall be reported to the nearest 100th of a percentage point.~~ The Customer Service~~Consumer~~ and Billing Measures ~~shall be~~are reported to the nearest 10th of a percentage point. ~~The Class I and Class II odor calls shall be reported to the nearest percentage point.~~

~~For the annual reports on electric distribution line loss, each electric distribution company shall provide sufficient s~~Substantiation of:

(1) ~~its~~ FG&E's Electric Distribution Line Loss value,
(2) the accompanying adjustments that were made to standardize the value to specific reference conditions, and
(3) the specific reference conditions~~.~~

are reviewable as part of FG&E's annual reports on electric distribution line loss.

Property damage reports relating to incidents involving property of FG&E's electric division (in amounts greater than $50,000 per incident) shall be filed annually. ~~For the annual reports on damage to company property, each electric distribution company shall file annually property damage reports on incidents involving property damage of the Company in excess of $50,000 per incident that is attributed to Company-owned facilities.~~ A report shall be submitted to the Department within 48 hours of the incident and shall include the same information as that submitted for accidents, as described in this Section VIII.I.

B. Past Reliability and Safety Performance Data

FG&E~~Each electric distribution company~~ ~~shall~~ reports the Lost Work Time Accident Rate data from the past ten years in the same fashion as in Section VIII.A. FG&E~~Each electric distribution company~~ ~~shall~~ reports SAIDI and SAIFI data as described in Section I.C. ~~from the past ten years~~ in the same fashion as in Section VIII.A. ~~Each electric distribution company shall use its best efforts to standardize~~FG&E's SAIDI and SAIFI

historical data has been standardized (consistent with the method in Section V). The SAIDI, SAIFI, and Lost Work Time Accident Rate data shall be ~~provided in each company's first annual report submitted~~filed annually in accordance with Section IX below. Accordingly, FG&E's~~Each company's~~ first annual report will~~should~~ describe any limitations in data that affect its standardization of SAIDI and SAIFI, and shall provide FG&E's~~its~~ best estimate of the statistical error inherent in the standardized indices.

C. Benchmarks

FG&E~~Each Company~~ ~~shall~~ provides the supporting calculations that were used in determining the standard deviation and benchmark values. SAIDI ~~shall be~~is reported in terms of minutes and shall be measured and reported to the nearest 100th of a minute. SAIFI ~~shall be~~is reported to the nearest 1000th of a reported outage. The Lost Work Time Accident Rate ~~shall be~~is reported to the nearest 100th of an accident. The Customer Service~~Consumer~~ and Billing standards ~~shall be~~ are reported to the nearest 10th of a percentage point. The reports ~~shall be~~are submitted in accordance with Section IX below.

Lost Work Time Accident Rate performance standards and benchmark, Customer Service and Billing performance standards and benchmark, and Customer Satisfaction performance standards and benchmark~~Each Company shall report on an annual basis the Lost Work Time Accident Rate and the Consumer and Billing performance standards and benchmarks that were~~ that were determined in accordance with Sections II, III, and VI, above are reported annually. ~~Each electric distribution Company shall report on an annual basis the~~ SAIDI and SAIFI performance standards and benchmarks that were determined in accordance with Section VI, above, are reported annually.

D. Annual Major Outage Events

FG&E~~Each electric distribution company~~ ~~shall~~ identifies~~y~~ and reports on an annual basis the outages that are considered Excludable Major Events. For each major event excludable under the standard above ~~(or excluded using a company's historic method)~~, FG&E~~each electric distribution~~ ~~shall~~ reports the total number of customers affected, the service area affected, the number of customers without service at periodic intervals, the time frame of longest customer interruption, and the number of crews used to restore service on a per shift basis. In addition, ~~the~~FG&E's report ~~shall~~ includes FG&E's~~the particular electric distribution company's~~ policy on tree trimming, including its tree trimming cycle, inspection procedures, and typical minimum vegetation clearance

requirement from electric lines. These reports ~~shall be~~are to be submitted in accordance with Section IX, below.

E. Capital Expenditure Information

~~Each Company shall report on an annual basis the c~~All capital investment approved and capital investment completed in FG&E's~~the company's~~ transmission and distribution infrastructure to ensure delivery of reliable electricity ~~and gas~~ is reported annually by FG&E. This report ~~shall~~ includes a list of its major capital investment projects that relate to maintain transmission and distribution reliability and a summary description of each project. The summary ~~shall~~ includes a list and location of each ~~t~~ransmission and distribution facility that was modified, upgraded, replaced, and/or constructed as well as the costs and scope of work involved in the facility modification, upgrade, replacement, and/or construction.

FG&E~~Each Company shall~~ reports the same capital expenditure data from the ten most recent years in the same fashion as in the previous paragraph. FG&E will provide this ~~The~~ data ~~shall be provided~~ in ~~each company's~~ its first annual report.

The reports are to~~shall~~ be submitted in accordance with Section IX below.

F. Spare Component and Acquisition Inventory Policy and Practice

FG&E's~~Each Company shall report on an annual basis its~~ policy for identifying, acquiring, and stocking critical spare components for its distribution and transmission system will be reported on an annual basis. FG&E's~~Each Company's~~ first annual report ~~shall~~ will address how this policy has changed or evolved over the past 10 years. The reports ~~shall~~ are to be submitted in accordance with Section IX below.

G. Poor Performing Circuits

FG&E will ~~Each Company shall~~ identify and report on an annual basis its poor performing circuits. FG&E's ~~The~~ report on these poor performing circuits ~~shall~~will include the following information:

(1) the feeder or circuit identification number;
(2) the feeder or circuit location;
(3) the reason(s) why the circuits performed poorly during the reporting year;

(4) the number of years that the circuit(s) performed poorly;
(5) the steps that are being considered and/or have been implemented to improve the reliability of these circuits; and
(6) the SAIDI or SAIFI value for the specific circuit(s).

The reports are to~~shall~~ be submitted in accordance with Section IX below.

H. Electric Service Outages

FG&E~~Each electric distribution company~~ shall ~~continue to~~ reports the distribution and transmission outages consistent with the Department's Outage and Accident Reporting Procedures (see Outage Reporting Protocol Letter, dated Aug. 24, 2001). ~~These standards supersede previous Outage and Accident Reporting Procedures.~~

~~Each electric distribution company shall report every distribution and transmission outage that occurs within or impacts its service territory. Each electric distribution company shall report to the Department, within a one-hour period from the beginning of the outage, every outage that results in 5,000 or more customer outage hours or that results in a service interruption to a high-profile customer. (These reports shall be revised to reflect updated information about the outage.) All other outages shall be reported to the Department within a 24-hour period from the beginning of the outage.~~

~~These reports shall include the following information:~~

~~(1) date of the outage;~~
~~(2) location of the outage (by providing town and street(s) location);~~
~~(3) nature or cause of the outage;~~
~~(4) number of customers affected;~~
~~(5) time outage commenced and time service was/will be restored;~~
~~(6) duration of the outage;~~
~~(7) number of customer outage hours;~~
~~(8) feeder or circuit number;~~
~~(9) district or division where outage occurred;~~
~~(10) identification of overhead or underground line where fault or outage occurred;~~
~~(11) the name and telephone number of a utility employee who may be contacted about the outage;~~
~~(12) approximate number of crew(s) involved in the power restoration; and~~

~~(13) whether the outage is considered an Excludable Major Event.~~

~~These reports shall be submitted in accordance with Section X below.~~

I. Other Safety Performance Measures

In compliance with the requirements of G.L. c. 164, § 95 and the Department's August 24, 2001 Outage Reporting Protocol Letter, FG&E~~each Company~~ ~~shall~~ reports to the Department within a 24-hour period of an accident the following information:

(1) time and date of incident;
(2) time and date of the notice to the Department;
(3) location of the incident;
(4) a detailed description of the accident including information about fatalities, injuries, facilities and third-party property damage; and
(5) the name and telephone number of a FG&E ~~utility~~ employee who may be contacted about the accident.

~~These standards supercede previous Outage and Accident Reporting Procedures.~~

~~These reports shall be submitted in accordance with Section X.~~

IX. SUBMITTING ANNUAL REPORTS TO THE DEPARTMENT

FG&E will file each ~~The~~ annual reports ~~described previously shall be submitted to~~ with the Department by March 1 of each year, reflecting the data from the previous year(s). The annual report ~~and shall~~ will be submitted in the following manner:

A. the original to Secretary, Department of Telecommunications and Energy, One South Station, Boston, Massachusetts 02110;

B. one copy to the Electric Power Division Director, Department of Telecommunications and Energy, One South Station, Boston, Massachusetts 02110;

C. one copy to the Rates and Revenues Division Director, Department of Telecommunications and Energy, One South Station, Boston, Massachusetts, 02110;

D. one copy of the report to the Consumer Division Director, Department of Telecommunications and Energy, One South Station, Boston Massachusetts 02110; and

E. an electronic copy of the report to the Department, by one of two means: (1) by e-mail attachment to dte.efiling@state.ma.us; or (2) on a 3.5" floppy diskette, IBM-compatible format to the Director of Electric Power Division, Department of Telecommunications and Energy, One South Station, Boston Massachusetts 02110. The text of the e-mail or the diskette label must specify: (1) an easily identifiable case caption; (2) docket number; (3) name of the person or Company submitting the filing, and (4) a brief descriptive title of document (e.g., comments or petition to intervene). The electronic filing should also include the name, title and phone number of a person to contact in the event of questions about the filing. Text responses should be written in either Word Perfect (naming the document with a ".wpd" suffix) or in Microsoft Word, (naming the document with a ".doc" suffix). Data or spreadsheet responses should be compatible with Microsoft Excel.

X. ~~SUBMITTING OUTAGE AND OTHER SAFETY PERFORMANCE MEASURE REPORTS TO THE DEPARTMENT~~

~~The reports required by these standards shall be submitted to the Department in the following manner:~~

~~A. on line through a Department secured website. If website access is unavailable, then an electronic copy of the report shall be submitted to the Department, by using one of the following methods: (1) by e-mail attachment to dte.efiling@state.ma.us; or (2) on a 3.5" floppy diskette, IBM-compatible format, to the Director of Electric Power Division, Department of Telecommunications and Energy, One South Station, Boston Massachusetts 02110. The text of the e-mail or the diskette label must specify: (1) an easily identifiable case caption; (2) docket number; (3) name of the person or Company submitting the filing, and (4) a brief descriptive title of document (e.g., comments or petition to intervene). The electronic filing should also include the name, title and phone number of a person to contact in the event of questions about the filing. Text responses should be written in either Word Perfect (naming the document with a ".wpd" suffix) or in Microsoft Word, (naming the document with a ".doc" suffix). Data or~~

~~spreadsheet responses should be compatible with Microsoft Excel; and.~~

~~B. one copy of the report submitted to the Consumer Division Director, Department of Telecommunications and Energy, One South Station, Boston Massachusetts 02110.~~

~~For electric service outages that are required to be reported within a one-hour period as described in Section VIII.H, each Company shall, in addition to submitting a written report, contact by telephone the Electric Power Division Director, Consumer Division Director, Executive Director, or one of the commissioners of the Department to convey the information surrounding the outage.~~

XI. BILLING INFORMATION

Upon approval by the Department, FG&E will place ~~Each Company is directed to submit~~ language~~, for approval by the Department, to be placed~~ on the back side of customer bills, which notifies customers of (a) their ability to contact the Department regarding service quality complaints or questions, and (b) the Department's website address (www.magnet.state.ma.us/dpu).

XI. CUSTOMER SERVICE GUARANTEES

FG&E will provide customer service guarantees for two customer service measures: (1) failure to keep service appointments, and (2) lack of notification of planned service interruptions. FG&E guarantees that if it fails to keep a service appointment or it fails to notify a customer of a planned service interruption, it will credit the customer $25. Any customer payments credited during the applicable year will be deducted from the maximum penalty and maximum offset formulas provided in Section VII. FG&E reports any customer service guarantee payments to the Department on an annual basis in accordance with Section IX.

XII. GENERAL RESERVATION

The Department retains the discretion to waive or depart from any provision of these guidelines as the interests of fairness may require.