

## ELECTRIC LARGE SCALE OUTAGE PERFORMANCE METRICS (RELIABILITY)

### I. Emergency Crew Procurement Metric:

National Grid will provide qualified electric line crews to Granite State in the event of a Large Scale GSE System Wide Outage (“Large Scale Event”)(see definition in Note 1 below) in a manner consistent with the provision of such services prior to Day 1, if requested and agreed on by Granite State.

#### Measurement:

National Grid will make available to Granite State up to 27 line crews within 24 hours of the onset of a Large Scale Event. Granite State must request such line crews from National Grid for this metric to apply. The requested and agreed upon number of line crews that National Grid must make available to Granite State must be physically located in Granite State service territory within 24 hours of the onset of a Large Scale Event.. After that 24-hour period and for the duration of the Large Scale Event, National Grid will make crews available to Granite State in a manner consistent with the provision of such services prior to Day 1, if Granite State requests them from National Grid in the event of a Large Scale Event.

#### Computational Method:

PUC Crew Report required during a Large Scale Event.

#### Duration:

This metric will be monitored beginning on Day 1 and continuing through Day N plus 365 days.

See the Notes below for Clarifications.

- 1) A “Large Scale Event” is defined as an event, including but not limited to a weather or terrorist event, that has the potential to interrupt 20% or more of Granite State’s total customer base for a duration of more than 24 hours.
- 2) National Grid may provide the requested level of line crew support either through its own organizational resources, outside contractor relationships, mutual assistance arrangements or any other equivalent qualified line crews. The number of crews can be adjusted and agreed to between Granite State and National Grid, which may result in a lesser number of crews.
- 4) Line Crews must be physically in Granite State territory (with vehicles) in a manner consistent with the provision of such services prior to Day 1 following a request for crews by Granite State.

5) Staff will determine the onset of a Large Scale Event based on, but not limited to, the following factors: State EOC activation, State Declaration of Emergency, Overall New Hampshire Conditions and Quantity of Outages, and Degree of Confidence of Weather Projections. Staff will promptly notify National Grid and Granite State in writing of the start of a Large Scale Event.

6) A Major Storm Event is not defined the same as Large Scale Event. Metric I does not apply to Major Storm Events.

## II. Emergency Restoration Information Metric:

In a manner consistent with past practice and current capabilities, as well as any applicable TSAs, National Grid will provide to the public and the Staff continuous information regarding emergency restoration status, including number of customers affected, start time of the outage, and estimated restoration times (“ERTs”). National Grid and Granite State will provide town level of customer outages and percentages and crew reports to Staff in a manner consistent with past practice, including estimated restoration times at street and town level of customer outages via website populated by OMS and field information, refreshed no less than every 15 minutes. National Grid, Granite State and Staff will discuss the suspensions of ERT information during a major emergency if additional time is needed for a better assessment of damage.

### Measurement:

Maintain web site functionality including 24-hour access and availability, including software capacity for inquiries, to customers and the Staff during Large Scale Events. Maintain continuous updates and telephone capabilities in a manner such that no overload occurs resulting in degradation of information provided.

### Computational Method:

Availability of data to Commission Emergency Operations Staff and customers.

### Duration:

This metric will be monitored beginning on Day 1 and continuing through Day N and 365 days thereafter, including the date upon which the applicable Individual TSA Transition Periods for all of the following Transition Services have terminated:

- Electric Ops 3 - Field Crew Dispatching and Scheduling
- Electric Ops 7 - Substation Maintenance Programs/Substation Engineering
- Electric Ops 8 - Vegetation Management
- Electric Ops 13 - Mapping & Records
- Electric Ops 16 - Mutual Assistance
- Electric Ops 17 - Business Continuity Support and Emergency Logistics

Electric Customer Service 1 - Call Center Operations  
Electric IT 1 - Business Application Services

## GAS SAFETY PERFORMANCE METRICS

### 1 Excavation Damages Metric:

Excavation Damages that result from, *inter alia*: Mis-mark, Failure of Records, Field Misinterpretation, Internal Failure to Get Notified, Untimely Markouts, or Record Management (includes Third Party, Second Party, First Party).

Measurement:

15 or more excavation damage reports in any calendar year.

Computational Method:

Commission Database of Excavation Damages; Official Findings based on Notices of Violation (“NOVs”) or uncontested Notices of Probable Violation (“NOPVs”).

Duration:

This metric will be monitored beginning on Day 1 and continuing through Day N and 365 days thereafter, including through the date upon which the applicable Individual TSA Transition Periods for all of the following Transition Services have terminated:

Gas Ops 2 - Operations Regulatory Support  
Gas Ops 4 - Gas Field Crew Dispatching and Scheduling  
Gas Ops 6 - Maps & Records  
Gas Ops 10 - Gas Support Services/Workload Planning  
Gas Ops 14 - System Integrity  
Gas Ops 15 - Codes and Standards

### 2 Security Breach Metric:

Zero Security Breaches of EnergyNorth-owned facilities including: LNG/LPG Plants, Storage Facilities, EnergyNorth Area Work Centers (Yards). National Grid agrees to maintain or operate the Security System in accordance with the applicable Transition Services noted below.

Measurement:

Any single Security Breach would trigger this Performance Metric.  
In the event a review is undertaken, Staff or the Commission, as appropriate, will take into consideration National Grid’s provision of the applicable Transition Services noted below in accordance with the terms of the TSAs to determine whether the Security Breach is attributable to National Grid.

Computational Method:

Notification reported to the Commission per 504.05.

Duration:

This metric will be monitored beginning on Day 1 and continuing through the date upon which the applicable Individual TSA Transition Periods for all of the following Transition Services have terminated:

Security - 1 Site Security Services  
Security - 2 Security Consulting Services

3 Zero Outages Metric:

Zero Large-Scale or System-Wide Outages.

Measurement:

A Large-Scale or System-Wide Outage is any outage that meets one of the following criteria:

1. More than 2% of EnergyNorth's customer base at any one time;
2. 1,250 gas customers at any one time;
3. In towns with greater than 100 gas customers but less than 1,250, more than 25% of the customer base within the town borders;
4. In towns where the population of gas customers is greater than 1,250, more than 25% of the customers.

With respect to 1 - 4 above, this metric will apply to high and low pressure systems.

Furthermore, a single outage affecting the distribution system within Manchester Boston Regional Airport will trigger this metric.

This metric does not apply to outages that are the result of third party damage or are otherwise not the fault of National Grid. Outages for a single street are excluded from this metric.

Computational Method:

Notification reported to the Commission per 504.05.

Duration:

This metric will be monitored beginning on Day 1 and continuing through Day N and 365 days thereafter, including through the date upon which the applicable Individual TSA Transition Periods for all of the following Transition Services have terminated:

Gas Ops 13 - Gas Reliability Planning  
Gas Ops 6 - Maps & Records  
Gas Ops 16 - Operations Miscellaneous  
Gas Supply 1 - Gas Control

4 Zero Spill/Release Metric:

Zero LNG Spills or LNG Product Releases via Operations that occur within EnergyNorth-owned premises, including Transfer Operations.

Measurement:

Any single Spill that occurs within EnergyNorth-owned premises.

Computational Method:

Notification reported to the Commission per 504.05.

Duration:

This metric will be monitored beginning on Day 1 and continuing through the date upon which the applicable Individual TSA Transition Periods for all of the following Transition Services have terminated:

Gas Supply 3 - Gas Load Forecasting  
Gas Supply 1 - Gas Control  
Gas Service Ops 7 - LNG Compliance and Training

5 Fully Qualified Operator Metric:

Maintain "Fully Qualified Operators" (two per LNG plant with annual training).

Measurement:

There must be at least one "Fully Qualified Operator" at any location at any time of plant operation. National Grid is responsible for training operators as requested by EnergyNorth pursuant to the TSA.

Computational Method:

Inspections or reviews of EnergyNorth's operations log by the Commission Staff.

Duration:

This metric will be monitored beginning on Day 1 and continuing through the date upon which the Individual TSA Transition Periods for all of the following Transition Services have terminated:

Gas Service Ops 7 - LNG Compliance and Training

6 Zero Over-Pressurizations Metric:

Zero over-pressurizations including "Accidental Over Pressurizations" within distribution or transmission systems.

Measurement:

Any single over-pressurization that occurs within the control of EnergyNorth. Measurement should include an allowance for secondary control equipment per applicable PHMSA standards.

Computational Method:

Inspections by the Commission Staff and submitted report by EnergyNorth and National Grid.

Duration:

This metric will be monitored beginning on Day 1 and continuing through the date upon which the applicable Individual TSA Transition Periods for all of the following Transition Services have terminated:

Gas Ops 16 - Operations Miscellaneous  
Gas Supply 1 - Gas Control

7 Reportable Accidents Metric:

Reportable Accidents as defined in Puc 508.03.

Measurement:

Any single Accident as defined in Puc 508.03.

Computational Method:

Notification reported to the Commission per 508.03.

Duration:

This metric will be monitored beginning on Day 1 and continuing through Day N and 365 days thereafter, including through the date upon which all EnergyNorth Transition Services have been terminated, with the exception of the Transition Services set forth in Attachment L to the Settlement Agreement.