

BANGOR NATURAL GAS COMPANY
REPORT ON SQI PERFORMANCE FOR 2021

SEPTEMBER 23, 2022

DOCKET NO. 2022-00295

Pursuant to the Commission’s September 23, 2022 Order in Docket No. 2022-00032,¹ the Company hereby files its performance relating to service quality indices for the 2021 calendar year.

SQI Program Outline

Pursuant to the terms of a Stipulation approved by the Commission in Docket No. 2021-00019,² the Company is required to meet the certain service quality indices for an additional three years from the date of the Order. The SQI program includes the following service metrics: 1) the Company is required to report its responsiveness to new customers requesting natural gas service, and 2) the Company must report its performance regarding responding to leak odor calls.

SQI for New Service Requests

New customers who request service by submitting a completed application and who are situated along an existing main line facility are included in the computation to determine the SQI metric results. The Company tracks the progress of a request for a new service line for each applicant from start to finish. The SQI metric establishes a timeframe or benchmark for each major activity associated with the installation of a new service line on an existing mainline.

There are four major timeframes/milestones measured under the SQI program. Each milestone represents a major activity associated with the service line installation, and each milestone has a corresponding time frame in business days to complete the activity in order for the Company to successfully complete the attempt. The major milestones and associated time frames listed in Table 1 below are used to compute the overall success rate of each attempt related to a new customer service request:

¹ *Public Utilities Commission, Commission Initiated Investigation of Effects of the Expiration of Alternative Rate Plan 35-A M.R.S. § 1303(1) Pertaining to Bangor Natural Gas Company, Docket No. 2022-00032 (Sep. 23, 2022).*

² *Bangor Natural Gas Company, Application for Approval of Reorganization Sale of GEP Bison Holdings to Ullico Infrastructure Hearthstone Holdco & Request for Limited Exemption for Incidental Creation of Potential Affiliated Interest (35-A M.R.S. 707, 708), Docket No. 2021-00019, Order Approving Stipulation and Reorganization, Order (July 28, 2021).*

Table 1

Task	Milestone Start	Milestone Finish	Time
Administrative review and approval	Date of complete application approval	Accepted in Engineering	10 business days
Prepare for construction	Accepted in engineering	Engineering Complete	20 business days
Install service line	Engineering Complete	Construction complete	60 business days

Each of the timeframes/milestones is tracked by the Company using a “check-in” and “check-out” process. For example, a new customer service request that proceeds through the administrative review and approval task within 10 days is considered a success for the purpose of this task under the metric. As a result, each milestone represents a potential “pass” or “fail” attempt by the Company for each activity.

Table 2 below shows the Company’s performance with regard to new customer service requests for the 2021 calendar year. Each milestone contains the number of attempts and the number of successful attempts for each activity. The benchmark performance standard established by the Commission for the Company to achieve is that 70 percent of total attempts result in success. Across all four metrics with 178 attempts, the Company surpassed the benchmark hurdle rate with a result of 100 percent.

Table 2

	Turn-on	Administration Review and Approval	Prepare for Construction	Install Service Line
Attempts	178	178	178	178
Success	178	178	178	178

SQI for Leak/Odor Call Response

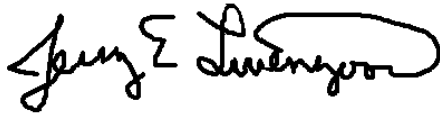
Bangor Gas currently tracks leak/odor calls and reports response times monthly to the Commission’s Gas Safety Manager in accordance with Chapter 420. The Company is required to respond to leak/odor calls in 60 minutes or less. The SQI benchmark requirement is that a technician will be on site within one hour for 95 percent of all calls received in the year.

For the purpose of calculating SQI performance, the Company's success is determined by its ability to respond to a leak/odor calls in under 60 minutes. However, the Company records its response time to calls within four separate timed categories for its own internal tracking purposes. Table 3 below shows the number of leak odor calls in 2021 and a breakdown by increments. For the 2021 calendar year, the Company met the metric for leak/odor calls, surpassing the 95 percent performance benchmark.

Table 3

Total Number of Calls:	156
Response in 0-30 minutes:	136
Response in 31-45 minutes:	15
Response in 46-60 minutes:	5
Response in excess of 60 minutes:	0

Respectfully submitted this 23rd day of September, 2022.



Jerry E. Livengood
General Manager/President
Bangor Natural Gas Company