

WMECo's 2010 Reliability Performance

Western Massachusetts Electric Company (WMECo) and its employees are committed to delivering safe and reliable electric service 24/7/365 to the homes, businesses and communities that depend on us. We strive to provide the absolute best level of service possible, and we report our performance to you each year in key measurement areas, in keeping with our commitment to our regulators.

2010 Highlights

We are pleased to report that we met or exceeded all key reliability performance measures that are tracked by the Department of Public Utilities under WMECo's 2010 Service Quality Plan.

- We kept **99.4%** of scheduled service appointments
- We read meters on-cycle instead of estimating usage **99.6%** of the time
- On average, customers experienced less than two outages throughout 2010
- On average, customers experienced fewer minutes without power than in 2009
- We had fewer DPU complaints: **0.70** in 2010, down from **0.91** in 2009

We will continue to take steps to meet and exceed our goals in the future.

WMECo 2010 Report Card*

Our Measures	Our Commitment	Our Performance	Achieved
Meters Read "On-Cycle" vs. Estimated	96.6%	99.6%	✓
Calls Answered Within 20 Seconds	61.5%	70.9%	✓
Average Number of Outages Per Customer (SAIFI)	1.118	1.075	✓
Average Number of Minutes Without Power Per Customer (SAIDI)	155.22	124.16	✓
DPU Complaint Ratio (per thousand customers)	1.51	0.70	✓

If you have questions or would like additional information, e-mail us through the "Contact Us" section of wmeco.com, or call Customer Service at 413-781-3400 (within the Springfield calling area) or 1-877-OK-WMECo (1-877-659-6326).

* Measures set by the Department of Public Utilities under WMECo's 2010 Service Quality Plan.