

Annex A

Chart 1: Percentage of Residential Service Orders Met within (i) three Business Days or (ii) by RFA Date¹ from Jul 2016 to Jun 2017

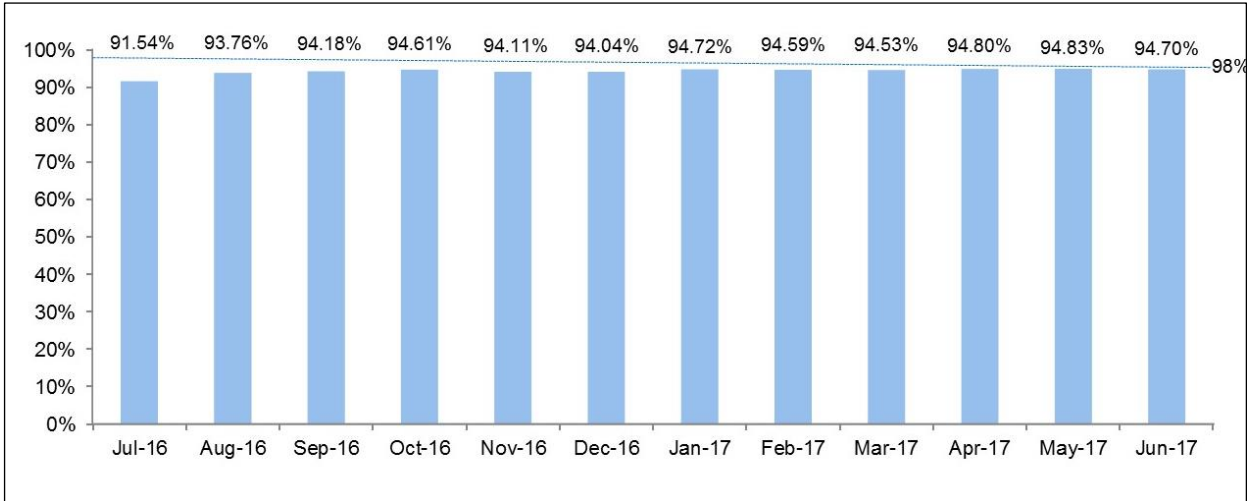
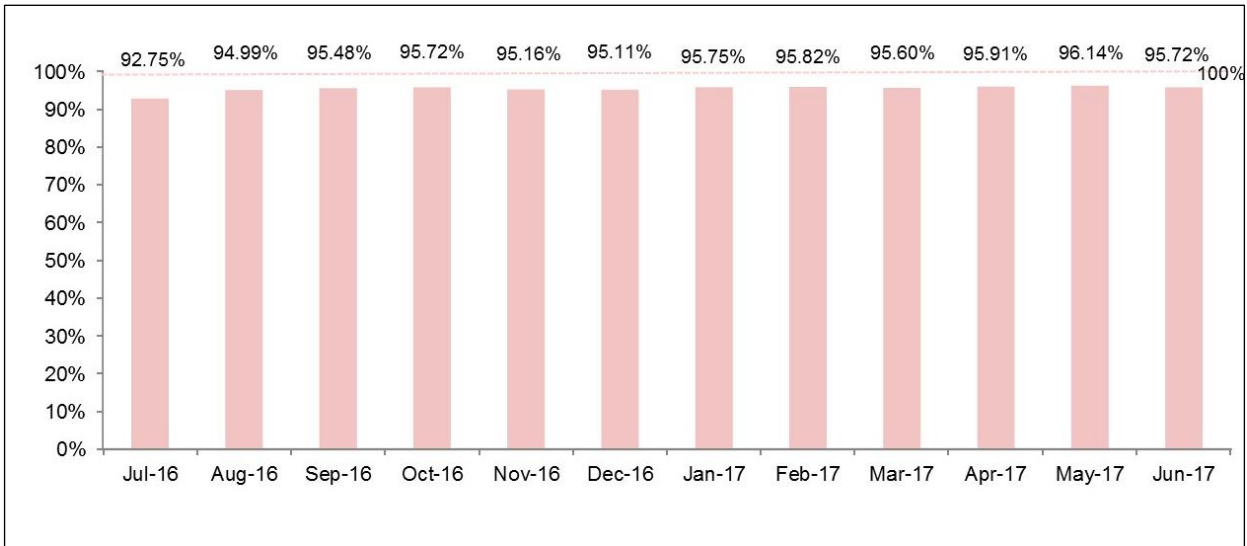


Chart 2: Percentage of Residential Service Orders Met within (i) seven Business Days or (ii) by RFA Date + four Business Days² from Jul 2016 to Jun 2017



¹ NLT's performance for this standard in the previous assessment (Jan 2015 - Jun 2016) was between 87.15% to 93.19%.

² NLT's performance for this standard in the previous assessment (Jan 2015 - Jun 2016) was between 89.95% to 94.08%.

Chart 3: Percentage of Non-Residential Service Orders Met within (i) four Calendar Weeks or (ii) by RFA Date³ from Jan 2016 to Mar 2017

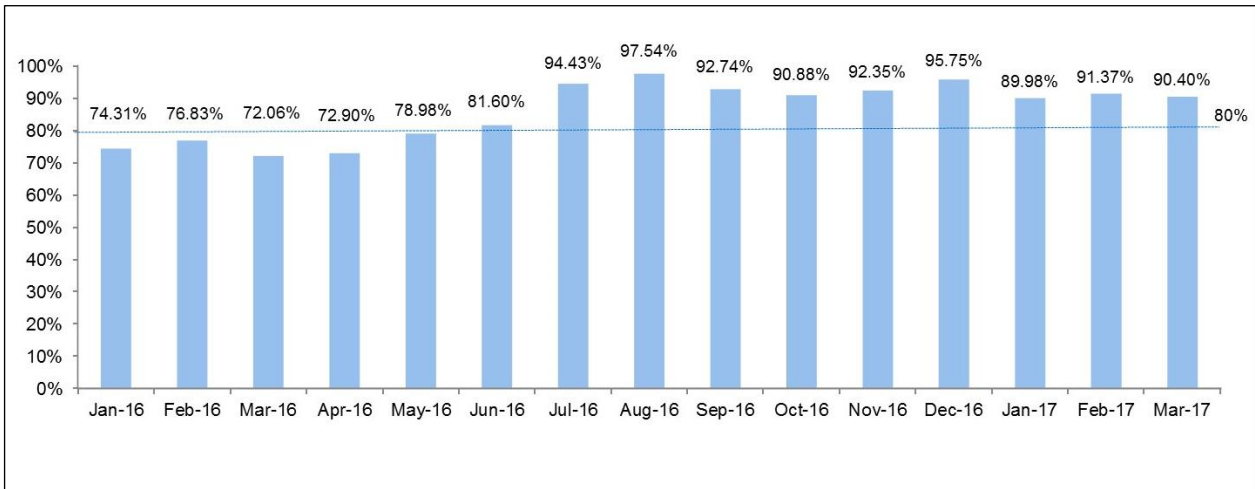
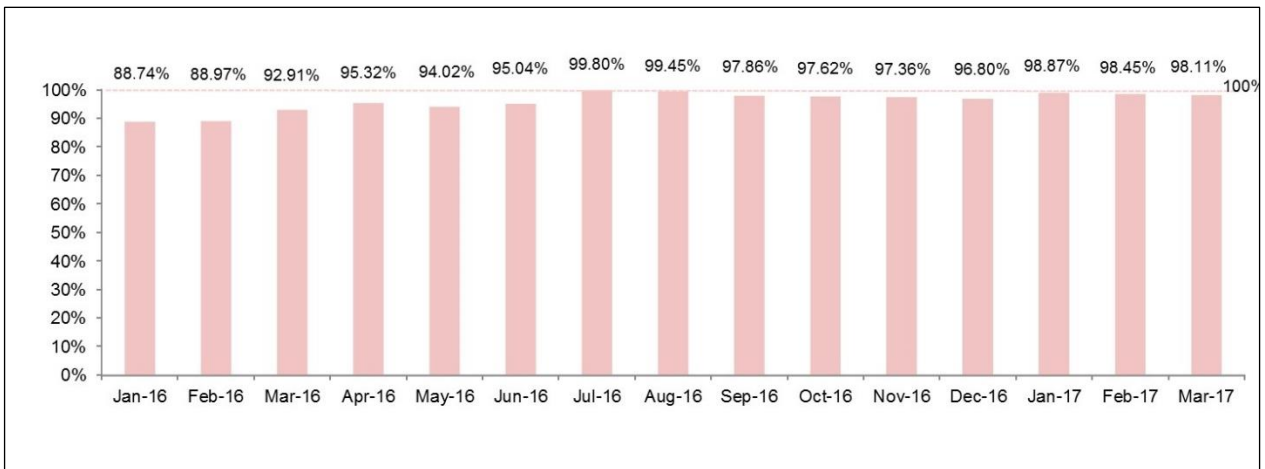


Chart 4: Percentage of Non-Residential Service Orders Met within (i) eight Calendar Weeks or (ii) by RFA Date + four Calendar Weeks⁴ from Jan 2016 to Mar 2017



³ NLT's performance for this standard in the previous assessment (Jan-Dec 2015) was between 29.28% to 82.68%.

⁴ NLT's performance for this standard in the previous assessment (Jan-Dec 2015) was between 45.06% to 90.72%.