

Customer Service Metrics (Attachment N)

Metric	Performance Target	CFID No.	Date Filed	Target Met - Yes/No	Comments
Call Answering	80% of calls answered within 20 seconds	5019	8/21/2012	Yes	
Call Volume	Not to exceed 25% of the prior month	5019	8/21/2012	Yes	
Bill Accuracy	No less than 99%	5068	10/1/2012	Yes	99.59%
Estimated Bill %	Must not exceed 1.3%	5068	10/1/2012	Yes	1.30%
% Bills with Exceptions	Must not exceed 0.80%	5068	10/1/2012	Yes	0.80%

Reports due to the Commission (Attachment N)

Metric	Performance Target	CFID No.	Date Filed	Target Met - Yes/No	Comments
Reports due to the Public Utilities Commission	Filed in accordance with Commission rules:				
(Normally filed or required through the Settlement Agreement)	Monthly EAP reconciliation report	5052	8/14/2012	Yes	
	Annual EAP budget filing	5053	7/31/2012	Yes	Annual, next due date July 2013
	Monthly call answering report	5019	8/21/2012	Yes	
	Metrics performance report	7012	10/1/2012	Yes	
	Annual report detailing customer service levels	2465	N/A	N/A	Annual report, next due March 1, 2013
	Monthly disconnection and accounts receivable report	5054	8/10/2012	Yes	
	Annual pre-winter disconnection report	5055	N/A	N/A	Annual reporting period is Nov 1-Dec 10. Not needed at this time.
	GSE Accident reports	5056	N/A	N/A	Ad hoc, event driven. No accidents

Operations (Attachment O)

Electric Large Scale Outage Performance

Metric	Performance Target	CFID No.	Date Filed	Target Met - Yes/No	Comments
Emergency Crew Procurement	Line Crews	N/A	N/A	N/A	No large scale outages to report
Emergency Restoration Information	Data Availability	N/A	N/A	N/A	No large scale outages to report

Customer Service Metrics (Attachment N)

Metric	Performance Target	CFID No.	Date Filed	Target Met - Yes/No	Comments
Call Answering	80% of calls answered within 30 seconds	5020	8/21/2012	Yes	
Call Volume	Not to exceed 20% of the prior month	5020	8/21/2012	Yes	
Bill Accuracy	No less than 98%	5069	10/1/2012	Yes	99.09%
Estimated Bill %	Must not exceed 5.0%	5069	10/1/2012	Yes	4.13%
% Bills with Exceptions	Must not exceed 3.8%	5069	10/1/2012	Yes	3.76%

Reports due to the Commission (Attachment N)

Metric	Performance Target	CFID No.	Date Filed	Target Met - Yes/No	Comments
Reports due to the Public Utilities Commission (Normally filed or required through the Settlement Agreement)	Filed in accordance with Commission rules: Monthly call answering rpt Metrics performance report Annual report detailing customer service levels Monthly disconnection and accounts receivable report Annual pre-winter disconnection report EN monthly cost of gas trigger report EN peak cost of gas filing- September 1 EN off peak cost of gas filing – March 15	5020 7013 2465 5057 5058 5059 5060 5061	8/21/2012 10/1/2012 N/A 8/9/2012 N/A 8/23/2012 N/A N/A	Yes Yes N/A Yes N/A Yes N/A N/A	Annual filing, next due date is March 1, 2013 Reporting period is Nov 1-Dec 10 Annually. Not needed at this time. Report is due annually by Sept. 1 Report is due annually by March 15

Operations (Attachment O)

Gas Safety Performance

Metric	Performance Target	CFID No.	Date Filed	Target Met - Yes/No	Comments
Excavation Damages	No more than 15 (NOPVs)	N/A	N/A	Yes	
Security Breach	0	N/A	N/A	N/A	No security breaches to report
Large Scale or System Wide Outage		N/A	N/A	N/A	No large scale outages to report
LNG Spills or Product Release	0	N/A	N/A	N/A	No LNG spills or product releases to report
Fully Qualified Operators at LNG	1 per plant	N/A	N/A	Yes	
Accidental Over-Pressurization		N/A	N/A	N/A	No accident over-pressurization to report
Reportable Accidents		N/A	N/A	N/A	No reportable accidents