

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	11/19/2013	Yes	October 2013 = 87.4% for 12 months ending 10/31/13
Call Volume	Not to exceed the prior month by 25% or more	5019	11/19/2013	Yes	October 2013 = 14.1% increase in call volume from 7,988 in September to 9,118 in October
Bill Accuracy	No less than 99%	5068	12/3/2013	Yes	October 2013 = 99.58%
Estimated Bill %	Must not exceed 1.3%	5068	12/3/2013	No*	October 2013 = 1.47%
% Bills with Exceptions	Must not exceed 0.80%	5068	12/3/2013	Yes	October 2013 = 0.69%

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	11/7/2013	Yes	
	Annual EAP budget filing	5053	7/31/2013	Yes	
	Monthly call answering report	5019	11/19/2013	Yes	
	Metrics performance report	7012	12/3/2013	Yes	
	Annual report detailing customer service levels	2465	N/A	N/A	Annual report, next due March 1, 2014
	Monthly disconnection and accounts receivable report	5054	11/12/2013	Yes	
	Annual pre-winter disconnection report	5055	N/A	N/A	
	GSE Accident reports	5056	N/A	N/A	Ad hoc, event driven. No accidents to report by

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	In compliance
Emergency Restoration Information	Data Availability	N/A	N/A	N/A	In compliance

* Note: From NGrid:

GSE Bill Estimates:

We re-ran the estimated bill metric for GSE and found 572 bills were estimated in October 2013. This number does change slightly as time goes by because we don't count canceled bills. When we ran the metric at the end of October it was only slightly higher at 628. Of the 572, 276 were estimated final readings (296 were not finals). Estimated finals are a normal occurrence with the auto-complete / soft-off program. We shouldn't be reporting these as they do not indicate meter reading issues. Of those that were not finals (296), 82% (243) were AMR. The only two towns with a significant percentage of 296 were Lebanon (64) and Salem (58). There are 5,789 active accounts in Lebanon which works out to only 1.0% and in Salem there are 14,188 active accounts resulting in 0.4%. In these two towns there did not appear to be any particular streets with large numbers.

If we only measured non-final estimates, the 296 would render 0.7% overall (43,836 total GSE bills in October). Thus meter reading success rate is 99.3% which is very good.

GSE Bill Exceptions:

Although the "system level" metric is slightly above the reporting threshold (.85% vs. .80%), the now available GSE specific metric is available for a full year and is at a very low 12-month average of .69%. Coincidentally the October GSE value is also .69%. There are no significant spikes in this metric for GSE across 12 months further indicating no cause for alarm.

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	11/19/2013	Yes	October 2013 = 83.5% for 12 months ending 10/31/2013
Call Volume	Not to exceed the prior month by 20% or more	5020	11/19/2013	Yes	October 2013 = 2% decrease in call volume from 14,166 in September to 13,884 in October.
Bill Accuracy	No less than 98%	5069		N/A	Data not yet available
Estimated Bill %	Must not exceed 5.0%	5069		N/A	Data not yet available
% Bills with Exceptions	Must not exceed 3.8%	5069		N/A	Data not yet available

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 call answering rpt	5020	11/19/2013	Yes	
	Metrics performance report	7012	12/3/2013	Yes	
	Annual report detailing customer service levels	2465	N/A	N/A	Annual filing, next due date is March 1, 2014
	Monthly disconnection and accounts receivable report	5057		N/A	Data not yet available
	Annual pre-winter disconnection report	5058	NA	N/A	
	EN monthly cost of gas trigger report	5059	9/24/2013	Yes	
	EN peak cost of gas filing- September 1	5060	9/3/2013	N/A	Report is due annually by Sept. 1
	EN off peak cost of gas filing – March 15	5061	N/A	N/A	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	15 excavation damages
Security Breach	0	N/A	N/A	No	1 security breach to report
Large Scale or System Wide Outage	0	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	In compliance
Accidental Over-Pressurization	0	N/A	N/A	N/A	No accidental over-pressurization to report
Reportable Accidents	0	N/A	N/A	N/A	No reportable accidents