

### 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	5/23/2014	Yes	April 2014 = 88.1% for 12 months ending 4/30/2014
Call Volume	Not to exceed the prior month by 25% or more	5019	5/23/2014	Yes	April 2014 = 3% increase in call volume from 7,951 in March to 8,214 in April.
Bill Accuracy	No less than 99%	5068	5/30/2014	Yes	Bill accuracy = 99.57%
Estimated Bill %	Must not exceed 1.3%	5068	5/30/2014	No*	Estimated Bill % = 1.46%
% Bills with Exceptions	Must not exceed 0.80%	5068	5/30/2014	Yes	% Bills with Exceptions = .71%

### 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	5/15/2014	Yes	
	Annual EAP budget filing	5053	7/31/2013	Yes	
	Monthly call answering report	5019	5/23/2014	Yes	
	Metrics performance report	7012	6/2/2014	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	5/30/2014	N/A	
	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 identified 468 bills were estimated in April 2014 (1.07% of 43,930 total bills). Of the 468, 219 were estimated final readings (249 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 (249), 82% (205) were AMR. The only two towns with a significant percentage of 249 were Lebanon (39) and Salem (48). There are roughly 5,800 active accounts in Lebanon which works out to only 0.7% and in Salem there are roughly 14,200 active accounts resulting in 0.3%. In these two towns there did not appear to be any particular streets with large numbers.

If we only measured non-final estimates, the 249 would render 0.5% overall (43,930 total GSE bills in April). Thus meter reading success rate is 99.5% which is very good.

#### GSE Bill Exceptions:

Although the "system level" metric (1.14%) is above both the reporting and set-aside thresholds (.80% and 1.00%), the now available GSE specific metric is available for a full year and is at a very low 12-month average of .71%. The April GSE value is at a very low rate of .57%. There are no significant spikes in this metric for GSE across 12 months further indicating no cause for concern.

### 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	5/21/2014	Yes	April 2014 = 79.4% for 12 months ending 4/30/2014
Call Volume	Not to exceed the prior month by 20% or more	5020	5/21/2014	Yes	April 2014 = 11% increase in call volume from 12,873 in March to 14,337 in April.
Bill Accuracy	No less than 98%	5069	5/30/2014	Yes	Bill Accuracy= 99.09%
Estimated Bill %	Must not exceed 5.0%	5069	5/30/2014	Yes	Estimated Bill % = 3.59%
% Bills with Exceptions	Must not exceed 3.8%	5069	5/30/2014	Yes	% Bills with Exceptions = 3.32%

### 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	5/21/2014	Yes	
	Metrics performance report	7012	6/2/2014	Yes	
	Annual report detailing customer service levels	2465		N/A	Annual filing, next due date is March 1, 2014
	Monthly disconnection and accounts receivable report	5057	2/28/2014	N/A	Data not yet available
	Annual pre-winter disconnection report	5058	12/10/2013	N/A	
	EN monthly cost of gas trigger report	5059	N/A	Yes	Not applicable for the month of April
	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	3/17/2014	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	No security breaches 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