

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	10/14/2014	Yes	September 2014 = 84.9% for 12 months ending 9/30/2014
Call Volume	Not to exceed the prior month by 25% or more	5019	10/14/2014	Yes	September 2014 = 21.4% decrease in call volume from 16,036 in August to 12,604 in September.
Bill Accuracy	No less than 99%	5068	10/8/2014	Yes	
Estimated Bill %	Must not exceed 1.3%	5068	10/8/2014	Yes	
% Bills with Exceptions	Must not exceed 0.80%	5068	10/8/2014	Yes	

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	10/15/2014	Yes	
	Annual EAP budget filing	5053	8/1/2014	Yes	
	Monthly call answering report	5019	10/8/2014	Yes	
	Metrics performance report	7012	10/29/2014	Yes	
	Annual report detailing customer service levels	2465	1/22/2013	Yes	The annual reporting requirement for service level results is met in the 5019 December monthly filing
	Monthly disconnection and accounts receivable report	5054	10/17/2014	Yes	
	Annual pre-winter disconnection report	5055	12/10/2013	Yes	
	GSE Accident reports	5056	N/A	N/A	Ad hoc, event driven. No accidents to report.

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

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	10/20/2014	No*	September 2014 = 77.3% for 12 months ending 9/30/2014
Call Volume	Not to exceed the prior month by 20% or more	5020	10/20/2014	Yes	September 2014 = 4.08% decrease in call volume from 31,714 in August to 30,419 in September.
Bill Accuracy	No less than 98%	5069	10/8/2014	Yes	
Estimated Bill %	Must not exceed 5.0%	5069	10/8/2014	Yes	
% Bills with Exceptions	Must not exceed 3.8%	5069	10/8/2014	Yes	

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	10/20/2014	Yes	The annual reporting requirement for service level results is met in the 5020 December monthly filing
	Metrics performance report	7012	10/29/2014	Yes	
	Annual report detailing customer service levels	2465	1/22/2013	Yes	
	Monthly disconnection and accounts receivable report	5057	10/17/2014	Yes	
	Annual pre-winter disconnection report	5058	12/10/2013	Yes	
	EN monthly cost of gas trigger report	5059	9/24/2014	Yes	
	EN peak cost of gas filing- September 1	5060	9/2/2014	Yes	
	EN off peak cost of gas filing – March 15	5061	5/17/2014	Yes	
					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	Yes	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	2 accidental over-pressurizations to report
Reportable Accidents	0	N/A	N/A	N/A	No reportable accidents

*Note:

ENNG Call Answering:

In September, avg calls/day was 1,014 or 1% less than the 1,023 avg calls/day in Aug. 2014 and 37% more than 742 avg calls/day in Sept 2013. September 2014 performance was below target because of the following staffing challenges: 1) A reduction in staff (6 CSRs) due to performance issues, resignations & job opportunities in other parts of the company; and 2) removal of mandatory 12 hours shifts which had been in place since the beginning of July to support GSE conversion. A remediation plan was developed in September to address staffing issues, appropriate supervisor/CSR ratios and training needs. A new hire class of 18 CSRs began training on October 13th and are slated to be on the telephones as of November 3rd. In addition, we are currently recruiting for 3 new management positions (Customer Service Supervisor, Training & Quality Monitoring Analyst, and Commercial Account & Support Analyst). These positions will be filled on or before November 3rd.