

#### 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	3/18/2013	Yes	February 2013 = 85.8% for 12 months ending 2/28/13
Call Volume	Not to exceed the prior month by 20% or more	5020	3/18/2013	Yes	February 2013 = 12.9% decrease in call volume from 11,814 in January to 10,294 in February
Bill Accuracy	No less than 98%	5069	3/28/2013	Yes	February 2013 = 99.14%
Estimated Bill %	Must not exceed 5.0%	5069	3/28/2013	Yes	January 2013 = 4.66%
% Bills with Exceptions	Must not exceed 3.8%	5069	3/28/2013	Yes	January 2013 = 3.30%

#### 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	3/18/2013	Yes	
	Metrics performance report	7012	3/28/2013	Yes	
	Annual report detailing customer service levels	2465	2/28/2013	N/A	Annual filing, next due date is March 1, 2014
	Monthly disconnection and accounts receivable report	5057	3/8/2013	Yes	
	Annual pre-winter disconnection report	5058	12/10/2012	N/A	
	EN monthly cost of gas trigger report	5059	3/28/2013	Yes	
	EN peak cost of gas filing- September 1	5060	N/A	N/A	Report is due annually by Sept. 1
	EN off peak cost of gas filing – March 15	5061	3/15/2013	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	
Security Breach	0	N/A	N/A	N/A	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
Fully Qualified Operators at LNG	1 per plant	N/A	N/A	Yes	
Accidental Over-Pressurization	0	N/A	N/A	N/A	No accident over-pressurization to
Reportable Accidents	0	N/A	N/A	N/A	No reportable accidents

### 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	3/18/2013	Yes	February 2013 = 89.3% for 12 months ending 1/31/13
Call Volume	Not to exceed the prior month by 25% or more	5019	3/18/2013	Yes	February 2013 = 19.5% decrease in call volume from 6,733 in January to 5,420 in February
Bill Accuracy	No less than 99%	5068	3/28/2013	Yes	February 2013 = 99.58%
Estimated Bill %	Must not exceed 1.3%	5068	3/28/2013	No	February 2013 = 1.34%
% Bills with Exceptions	Must not exceed 0.80%	5068	3/28/2013	No	February 2013 = 0.83%

### 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	3/13/2013	Yes	Annual, next due date July 2013
	Annual EAP budget filing	5053	N/A	Yes	
	Monthly call answering report	5019	3/18/2013	Yes	
	Metrics performance report	7012	3/28/2013	Yes	Annual report, next due March 1, 2014
	Annual report detailing customer service levels	2465	2/28/2013	N/A	
	Monthly disconnection and accounts receivable report	5054	3/8/2013	Yes	
	Annual pre-winter disconnection report	5055	N/A	N/A	Ad hoc, event driven. No accidents
	GSE Accident reports	5056	N/A	N/A	

### 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

Note: From NGrid:

The CSS (Customer Service System) system-wide bill exception metric was slightly high in December 2012 (.91%) and again in January 2013 (.87%), which has sustained the 12-month average slightly above the .80% goal, despite the drop for February 2013 (.75%). GSE's rate for February 2013 (.63%) is below that system value and the third lowest monthly rate in the last 12 months. The 12-month average "report" threshold is .80%, and individual monthly values typically come in between .70% and .90%. GSE is typically below the system average. Three exception types make up the majority of these billing exceptions that stop a bill from being produced - high/low usage, stopped meter, and multiple edit failure (which is typically also a high/low usage).

GSE's estimated bill percentage metric was slightly high in February 2013 (1.51%), which brought the 12-month average to 1.34%. The 12-month average report threshold is 1.30%, and individual monthly values typically come in between 1.10% and 1.5%. The 1.51% value is not significantly high enough to cause concern.