

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	1/22/2013	Yes	December 2012 = 89.1% for 12 months ending 12/31/12
Call Volume	Not to exceed the prior month by 20% or more	5020	1/23/2013	Yes	December 2012 = 19.86% decrease in call volume from 12,515 in November to 10,029 in December
Bill Accuracy	No less than 98%	5069	1/30/2013	Yes	December 2012 = 99.12%
Estimated Bill %	Must not exceed 5.0%	5069	1/30/2013	Yes	December 2012 = 4.62%
% Bills with Exceptions	Must not exceed 3.8%	5069	1/30/2013	Yes	December 2012 = 3.12%

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	1/22/2013	Yes	Annual filing, next due date is March 1, 2013
	Metrics performance report	7012	1/31/2013	Yes	
	Annual report detailing customer service levels	2465	N/A	N/A	
	Monthly disconnection and accounts receivable report	5057	1/14/2013	Yes	
	Annual pre-winter disconnection report	5058	12/10/2012	N/A	Report is due annually by Sept. 1
	EN monthly cost of gas trigger report	5059	12/21/2012	Yes	
	EN peak cost of gas filing- September 1	5060	8/31/2012	N/A	
	EN off peak cost of gas filing – March 15	5061	N/A	N/A	

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	No security breaches to report
Security Breach	0	N/A	N/A	N/A	
Large Scale or System Wide Outage	0	N/A	N/A	N/A	
LNG Spills or Product Release	0	N/A	N/A	N/A	No large scale outages to report
Fully Qualified Operators at LNG	1 per plant	N/A	N/A	Yes	No LNG spills or product releases to report
Accidental Over-Pressurization	0	N/A	N/A	N/A	No accident over-pressurization to report
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	1/22/2013	Yes	December 2012 = 88.2% for 12 months ending 12/31/12
Call Volume	Not to exceed the prior month by 25% or more	5019	1/23/2013	Yes	December 2012 = 12.03% increase in call volume from 5,587 in November to 6,259 in December
Bill Accuracy	No less than 99%	5068	1/30/2013	Yes	December 2012 = 99.57%
Estimated Bill %	Must not exceed 1.3%	5068	1/30/2013	Yes	December 2012 = 1.28%
% Bills with Exceptions	Must not exceed 0.80%	5068	1/30/2013	No	November 2012 = 0.82%

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	1/14/2013	Yes	Annual, next due date July 2013
	Annual EAP budget filing	5053	7/31/2012	Yes	
	Monthly call answering report	5019	1/22/2013	Yes	
	Metrics performance report	7012	1/31/2013	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	1/9/2013	Yes	
	Annual pre-winter disconnection report	5055	12/10/2012	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%) which brought the 12-month average to .82%. GSE's rate for December 2012 (.92% - 398 exceptions) was in line with the system value. 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 typically 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). Neither the .91% system value nor the .92% GSE value is significantly high enough to cause concern. For GSE, the difference between .80% and .92% is roughly 50 exceptions, or less than 3 additional per day. We expect that the 12-month system average may still be slightly above .80% at the end of January 2013 but that the GSE average will drop well below."