

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	5/22/2013	Yes	April 2013 = 83.9% for 12 months ending 4/30/13
Call Volume	Not to exceed the prior month by 20% or more	5020	5/22/2013	Yes	April 2013 = 15.2% increase in call volume from 11,279 in March to 12,995 in April
Bill Accuracy	No less than 98%	5069	5/30/2013	Yes	April 2013 = 99.14%
Estimated Bill %	Must not exceed 5.0%	5069	5/30/2013	Yes	April 2013 = 4.67%
% Bills with Exceptions	Must not exceed 3.8%	5069	5/30/2013	Yes	April 2013 = 3.28%

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	5/22/2013	Yes	Annual filing, next due date is March 1, 2014
	Metrics performance report	7012	5/30/2013	Yes	
	Annual report detailing customer service levels	2465	2/28/2013	N/A	
	Monthly disconnection and accounts receivable report	5057	5/10/2013	Yes	
	Annual pre-winter disconnection report	5058	12/10/2012	N/A	
	EN monthly cost of gas trigger report	5059	5/22/2013	Yes	
	EN peak cost of gas filing- September 1	5060	N/A	N/A	
	EN off peak cost of gas filing – March 15	5061	3/15/2013	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 No LNG spills or product releases to report
Fully Qualified Operators at LNG	1 per plant	N/A	N/A	Yes	No accidental over-pressurization to report No reportable accidents
Accidental Over-Pressurization	0	N/A	N/A	N/A	
Reportable Accidents	0	N/A	N/A	N/A	

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	5/22/2013	Yes	April 2013 = 88.4% for 12 months ending 4/30/13
Call Volume	Not to exceed the prior month by 25% or more	5019	5/22/2013	Yes	April 2013 = 5.0% increase in call volume from 5,737 in March to 6,022 in April
Bill Accuracy	No less than 99%	5068	5/30/2013	Yes	April 2013 = 99.58%
Estimated Bill %	Must not exceed 1.3%	5068	5/30/2013	No	April 2013 = 1.36%
% Bills with Exceptions	Must not exceed 0.80%	5068	5/30/2013	No	April 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	5/14/2013	Yes	Annual, next due date July 2013
	Annual EAP budget filing	5053	N/A	N/A	
	Monthly call answering report	5019	5/22/2013	Yes	
	Metrics performance report	7012	5/30/2013	Yes	Annual report, next due March 1, 2014
	Annual report detailing customer service levels	2465	N/A	N/A	
	Monthly disconnection and accounts receivable report	5054	5/10/2013	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	In compliance
Emergency Restoration Information	Data Availability	N/A	N/A	N/A	In compliance

Note: From NGrid:

GSE's bills with exceptions metric continues to be above target on a 12-month average basis, despite that individual monthly performance has been below the 12-month-average target for four of the past six months. GSE's rate for April 2013 (.58%) is below the system value, which typically comes in between .70% and .90%. 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 in April 2013 (1.26%) brought the 12-month average to 1.36%. The 12-month average report threshold is 1.30%, and individual monthly values typically come in between 1.10% and 1.5%. In February 2013 there was a significant winter storm (Nemo) that left a trail of deep, heavy snow across New England. This storm impacted the number of estimated bills due to difficulty in fielding meter reading runs because of hazardous road conditions as well as a focus of field resources towards restoration efforts. February's 1.51% represents 659 estimated bills, which is only marginally higher than the target 1.30% or 560 estimates.

Back in June, July and August 2012, the estimated bill performance was likely affected by more customers choosing to move their place of residence during the summer months as well as the potential for seasonal residences being opened and closed. The open/close process can impact the number of estimated bills if a physical visit is not made to turn on or off the service. In addition, seasonal vacation of meter reading resources may have slightly impacted performance. In July 2012 there was a significant summer storm that affected New England in the latter part of the month with heavy rains, wind and hail. This storm may also have impacted the number of estimated bills due to difficulty in fielding meter reading runs because of hazardous conditions and focusing some field resources toward restoration. July 2012 is the highest monthly percentage in the current 12-month rolling time period at 1.95%, representing 854 estimated bills.