

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	8/13/2013	Yes	June 2013 = 86.6% for 12 months ending 6/30/13
Call Volume	Not to exceed the prior month by 25% or more	5019	8/13/2013	No*	June 2013 = 29.5% increase in call volume from 6,694 in May to 8,666 in June
Bill Accuracy	No less than 99%	5068	7/30/2013	Yes	June 2013 = 99.57%
Estimated Bill %	Must not exceed 1.3%	5068	7/30/2013	No*	June 2013 = 1.36%
% Bills with Exceptions	Must not exceed 0.80%	5068	7/30/2013	No*	June 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:				
	Monthly EAP reconciliation report	5052	7/12/2013	Yes	
(Normally filed or required through the Settlement Agreement)	Annual EAP budget filing	5053	N/A	N/A	Annual Report next due August 1, 2013
	Monthly call answering report	5019	8/13/2013	Yes	
	Metrics performance report	7012	7/30/2013	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	7/10/2013	Yes	
	Annual pre-winter disconnection report	5055	N/A	N/A	
	GSE Accident reports	5056	N/A	N/A	Ad hoc, event driven. No accidents

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 overall call volume rose by 29.5% in June over May, per revised data filed with the PUC by Liberty Utilities on Aug. 13, 2013. This rise in call volume is primarily attributed to more than 800 additional outage-related calls received in June, more than 300 additional service turn on/turn off requests, and to a lesser extent some increased calls related to credit and collection activity.

GSE's bills with exceptions metric continues to be slightly above target on a 12-month average basis. GSE's rate for June 2013 (.78%) 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 June 2013 (1.64%) was slightly higher than June 2012 (1.48%), which drops out of the 12-month rolling average this month, raising the 12-month running average by .01% 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%, so the 12-month rolling average is in line with the historical range. 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.