

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	10/17/2013	Yes	September 2013 = 87.3% for 12 months ending 9/30/13
Call Volume	Not to exceed the prior month by 25% or more	5019	10/17/2013	Yes	September 2013 = 8.6% decrease in call volume from 8,546 in August to 7,811 in September
Bill Accuracy	No less than 99%	5068	10/29/2013	Yes	September 2013 = 99.57%
Estimated Bill %	Must not exceed 1.3%	5068	10/29/2013	No*	September 2013 = 1.44%
% Bills with Exceptions	Must not exceed 0.80%	5068	10/29/2013	No*	September 2013 = 0.84%

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	10/14/2013	Yes	
	Annual EAP budget filing	5053	7/31/2013	Yes	
	Monthly call answering report	5019	10/17/2013	Yes	
	Metrics performance report	7012	10/29/2013	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	10/10/2013	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 to report by

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:

September 2013 percent of estimated bills for Granite State Electric was 1.70% which is roughly 748 bills out 43,959. Of these, 403 were estimated final readings which are a normal occurrence with the auto-complete / soft-off program. This leaves only 345 non-final estimated reads (68% being AMR). The only towns with a significant number of these estimates were Salem (50) and Lebanon (84). In those towns, no particular grouping of street addresses suggested a significant issue. Looking only at the non-final estimates, the 345 would render 0.8% overall (43,959 total GSE bills in August). Thus actual meter reading success rate is 99.2% which is very good.

September's 12-month system-level average came in at 0.84% which is slightly higher than the report goal of 0.80%. However, GSE's company-level metric is well below the target at 0.69%. This is a very low rate showing that GSE billing is operating with very few exceptions.

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	10/22/2013	Yes	September 2013 = 82.9% for 12 months ending 9/30/2013
Call Volume	Not to exceed the prior month by 20% or more	5020	10/22/2013	Yes	September 2013 = 8.4% increase in call volume from 13,071 in August to 14,166 in September.
Bill Accuracy	No less than 98%	5069	10/29/2013	Yes	September 2013 = 99.17%
Estimated Bill %	Must not exceed 5.0%	5069	10/29/2013	Yes	September 2013 = 4.51%
% Bills with Exceptions	Must not exceed 3.8%	5069	10/29/2013	Yes	September 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	10/22/2013	Yes	
	Metrics performance report	7012	10/29/2013	Yes	
	Annual report detailing customer service levels	2465	N/A	N/A	Annual filing, next due date is March 1, 2014
	Monthly disconnection and accounts receivable report	5057		Yes	Due to the gas system conversion, there are data reports that still need to be put into production. Once that has been completed, we will be able to extract the data for compilation of the report.
	Annual pre-winter disconnection report	5058	NA	N/A	
	EN monthly cost of gas trigger report	5059	10/29/2013	Yes	
	EN peak cost of gas filing- September 1	5060	9/3/2013	N/A	Report is due annually by Sept. 1
	EN off peak cost of gas filing – March 15	5061	N/A	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	9 excavation damages
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 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	No accidental over-pressurization to report
Reportable Accidents	0	N/A	N/A	N/A	No reportable accidents