

**Customer Service Metrics (Attachment N)**

Metric	Performance Target (Metric During Transition Period)	CFID No.	Date Filed	Target Met - Yes/No	Comments
Call Answering	80% of calls answered within 20 seconds	5019	10/17/2012	Yes	September 2012 = 89.0%
Call Volume	Not to exceed 25% of the prior month	5019	10/17/2012	Yes	September 2012 = -15.7% Call volume decreased from 8,498 in
Bill Accuracy	No less than 99%	5068	11/8/2012	Yes	September 2012 = 99.58%
Estimated Bill %	Must not exceed 1.3%	5068	11/8/2012	Yes	September 2012 = 1.29%.
% Bills with Exceptions	Must not exceed 0.80% (system)	5068	11/8/2012	Yes	September 2012 = 0.79%

**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	10/15/2012	Yes	
	Annual EAP budget filing	5053	7/31/2012	Yes	
	Monthly call answering report	5019	10/17/2012	Yes	
	Metrics performance report	7012	8/30/2012	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	10/15/2012	Yes	
	Annual pre-winter disconnection report	5055	N/A	N/A	Annual reporting period is Nov 1-Dec 10. Not needed at this time.
	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	No large scale outages to report
Emergency Restoration Information	Data Availability	N/A	N/A	N/A	No large scale outages to report

**Customer Service Metrics (Attachment N)**

Metric	Performance Target (Metric During Transition Period)	CFID No.	Date Filed	Target Met - Yes/No	Comments
Call Answering	80% of calls answered within 30 seconds	5020	10/17/2012	Yes	September 2012 = 86.0%
Call Volume	Not to exceed 20% of the prior month	5020	10/17/2012	Yes	September 2012 = 4.3% Call volume increased from 12,531
Bill Accuracy	No less than 98% (system)	5069	11/8/2012	Yes	September 2012 = 99.08%
Estimated Bill %	Must not exceed 5% (system)	5069	11/8/2012	Yes	September 2012 = 3.94%
% Bills with Exceptions	Must not exceed 4.4% (system)	5069	11/8/2012	Yes	September 2012 = 3.78%

**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	10/17/2012	Yes	
	Metrics performance report	7013	8/30/2012	Yes	
	Annual report detailing customer service levels	2465	N/A	N/A	Annual filing, next due date is March 1, 2013
	Monthly disconnection and accounts receivable report	5057	10/15/2012	Yes	
	Annual pre-winter disconnection report	5058	N/A	N/A	Reporting period is Nov 1-Dec 10 Annually. Not needed at this time.
	EN monthly cost of gas trigger report	5059	N/A	N/A	Next filing due Nov. 26
	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	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	
Security Breach	0	N/A	N/A	N/A	No security breaches to report
Large Scale or System Wide Outage		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	
Accidental Over-Pressurization		N/A	N/A	N/A	No accident over-pressurization to report
Reportable Accidents		N/A	N/A	N/A	No reportable accidents