

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	11/19/2012	Yes	October 2012 = 88.20% for 12 months ending 10/31/12
Call Volume	Not to exceed 25% of the prior month	5019	11/19/2012	No	October 2012 = 40.98% increase in call volume from 7,166 Sept to 10,103 in October due to hurricane Sandy
Bill Accuracy	No less than 99%	5068	11/19/2012	Yes	October 2012 = 99.57%
Estimated Bill %	Must not exceed 1.3%	5068	11/19/2012	Yes	October 2012 = 1.26%
% Bills with Exceptions	Must not exceed 0.80%	5068	11/19/2012	Yes	October 2012 = 0.8%

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	11/15/2012	Yes	
	Annual EAP budget filing	5053	7/31/2012	Yes	Annual, next due date July 2013
	Monthly call answering report	5019	11/19/2012	Yes	
	Metrics performance report	7012	11/19/2012	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	11/13/2012	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	CFID No.	Date Filed	Target Met - Yes/No	Comments
Call Answering	80% of calls answered within 30 seconds	5020	11/19/2012	Yes	October 2012 = 89.8% for 12 months ending 10/31/12
Call Volume	Not to exceed 20% of the prior month	5020	11/19/2012	Yes	October 2012 = 9.74% increase in call volume from 13,075 in Sept to 14,349 in October
Bill Accuracy	No less than 98%	5069	11/19/2012	Yes	October 2012 = 99.09%
Estimated Bill %	Must not exceed 5.0%	5069	11/19/2012	Yes	October 2012 = 4.09%
% Bills with Exceptions	Must not exceed 3.8%	5069	11/19/2012	Yes	October 2012 = 3.73%

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	11/19/2012	Yes	
	Metrics performance report	7012	11/19/2012	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	11/8/2012	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	11/19/2012	Yes	
	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