

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	12/20/2012	Yes	November 2012 = 89.3% for 12 months ending 11/30/12
Call Volume	Not to exceed 20% of the prior month	5020	12/20/2012	Yes	November 2012 = 12.78% decrease in call volume from 14,349 in October to 12,515 in November
Bill Accuracy	No less than 98%	5069	12/20/2012	Yes	November 2012 = 99.53%
Estimated Bill %	Must not exceed 5.0%	5069	12/20/2012	Yes	November 2012 = 1.56%
% Bills with Exceptions	Must not exceed 3.8%	5069	12/20/2012	Yes	November 2012 = 3.14%

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	12/20/2012	Yes	
	Metrics performance report	7012	12/20/2012	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	12/10/2012	Yes	
	Annual pre-winter disconnection report	5058	12/10/2012	N/A	
	EN monthly cost of gas trigger report	5059	11/26/2012	Yes	
	EN peak cost of gas filing-September 1	5060	8/31/2012	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	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	
Accidental Over-Pressurization	0	N/A	N/A	N/A	No accident over-pressurization to report
Reportable Accidents	0	N/A	N/A	N/A	No reportable accidents

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	12/20/2012	Yes	November 2012 = 88.4% for 12 months ending 11/30/12
Call Volume	Not to exceed 25% of the prior month	5019	12/20/2012	Yes	November 2012 = 44.72% decrease in call volume from 10,106 in October to 5,587 in November.
Bill Accuracy	No less than 99%	5068	12/20/2012	Yes	November 2012 = 99.57%
Estimated Bill %	Must not exceed 1.3%	5068	12/20/2012	Yes	November 2012 = 1.28%
% Bills with Exceptions	Must not exceed 0.80%	5068	12/20/2012	Yes	November 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	12/13/2012	Yes	
	Annual EAP budget filing	5053	7/31/2012	Yes	Annual, next due date July 2013
	Monthly call answering report	5019	12/20/2012	Yes	
	Metrics performance report	7012	12/20/2012	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	12/10/2012	Yes	
	Annual pre-winter disconnection report	5055	12/10/2012	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	No large scale outages to report
Emergency Restoration Information	Data Availability	N/A	N/A	N/A	No large scale outages to report