

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	7/22/2013	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	7/22/2013	Yes	June 2013 = 21.8% increase in call volume from 6,694 in May to 8,154 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	Annual Report next due August 1, 2013
(Normally filed or required through the Settlement Agreement)	Annual EAP budget filing	5053	N/A	N/A	
	Monthly call answering report	5019	7/22/2013	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 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.

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	7/22/2013	Yes	June 2013 = 82.2% for 12 months ending 6/30/13
Call Volume	Not to exceed the prior month by 20% or more	5020	7/22/2013	Yes	June 2013 = 19.5% decrease in call volume from 16,253 in May to 13,089 in June
Bill Accuracy	No less than 98%	5069	7/30/2013	Yes	June 2013 = 99.15%
Estimated Bill %	Must not exceed 5.0%	5069	7/30/2013	Yes	June 2013 = 4.55%
% Bills with Exceptions	Must not exceed 3.8%	5069	7/30/2013	Yes	June 2013 = 3.27%

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	7/22/2013	Yes	Annual filing, next due date is March 1, 2014
	Metrics performance report	7012	7/30/2013	Yes	
	Annual report detailing customer service levels	2465	N/A	N/A	
	Monthly disconnection and accounts receivable report	5057	7/10/2013	Yes	
	Annual pre-winter disconnection report	5058	NA	N/A	
	EN monthly cost of gas trigger report	5059	7/22/2013	Yes	
	EN peak cost of gas filing-September 1	5060	N/A	N/A	
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	5 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	
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