

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	8/21/2013	Yes	July 2013 = 87.0% for 12 months ending 7/31/13
Call Volume	Not to exceed the prior month by 25% or more	5019	8/21/2013	Yes	July 2013 = 9.0% increase in call volume from 8,666 in June to 9,447 in July
Bill Accuracy	No less than 99%	5068	8/28/2013	Yes	July 2013 = 99.57%
Estimated Bill %	Must not exceed 1.3%	5068	8/28/2013	No	July 2013 = 1.38%
% Bills with Exceptions	Must not exceed 0.80%	5068	8/28/2013	No	July 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	8/12/2013	Yes	Annual, next due date July 2013
	Annual EAP budget filing	5053	N/A	Yes	
	Monthly call answering report	5019	8/21/2013	Yes	
	Metrics performance report	7012	8/28/2013	Yes	Annual report, next due March 1, 2014
	Annual report detailing customer service levels	2465	2/28/2013	N/A	
	Monthly disconnection and accounts receivable report	5054	8/13/2013	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. The system average for July 2013 (.99%) replaces the value for July 2012 (0.85%) in the computation, raising the 12-month rolling average by one basis point to 0.84%. 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 July 2013 (2.17%) replaces the performance level in July 2012 (1.95%), raising the 12-month average by two basis points to 1.38%. 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.

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	8/21/2013	Yes	July 2013 = 81.9% for 12 months ending 7/31/13
Call Volume	Not to exceed the prior month by 20% or more	5020	8/21/2013	Yes	July 2013 = 2.6% decrease in call volume from 13,089 in June to 12,753 in July
Bill Accuracy	No less than 98%	5069	8/28/2013	Yes	July 2013 = 99.16%
Estimated Bill %	Must not exceed 5.0%	5069	8/28/2013	Yes	July 2013 = 4.57%
% Bills with Exceptions	Must not exceed 3.8%	5069	8/28/2013	Yes	July 2013 = 3.28%

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	8/21/2013	Yes	
	Metrics performance report	7012	8/28/2013		
	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	8/13/2013	Yes	
	Annual pre-winter disconnection report	5058	N/A	N/A	
	EN monthly cost of gas trigger report	5059	8/21/2013	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	5/3/2013	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)			Yes	
Security Breach	0	N/A	N/A	N/A	5 excavation damages
Large Scale or System Wide Outage	0	N/A	N/A	N/A	In compliance
LNG Spills or Product Release	0	N/A	N/A	N/A	In compliance
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	In compliance
Reportable Accidents	0	N/A	N/A	N/A	In compliance