

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	5/23/2014	Yes	April 2014 = 88.1% for 12 months ending 4/30/2014
Call Volume	Not to exceed the prior month by 25% or more	5019	5/23/2014	Yes	April 2014 = 3% increase in call volume from 7,951 in March to 8,214 in April.
Bill Accuracy	No less than 99%	5068	5/30/2014	Yes	Bill accuracy = 99.57%
Estimated Bill %	Must not exceed 1.3%	5068	5/30/2014	No*	Estimated Bill % = 1.46%
% Bills with Exceptions	Must not exceed 0.80%	5068	5/30/2014	Yes	% Bills with Exceptions = .71%

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	5/15/2014	Yes	
	Annual EAP budget filing	5053	7/31/2013	Yes	
	Monthly call answering report	5019	5/23/2014	Yes	
	Metrics performance report	7012	6/2/2014	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	5/30/2014	N/A	
	Annual pre-winter disconnection report	5055	N/A	N/A	
	GSE Accident reports	5056	N/A	N/A	Ad hoc, event driven. No accidents to report by

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 Bill Estimates:

We re-ran the estimated bill metric for GSE and identified 468 bills were estimated in April 2014 (1.07% of 43,930 total bills). Of the 468, 219 were estimated final readings (249 were not finals). Estimated finals are a normal occurrence with the auto-complete / soft-off program. We shouldn't be reporting these as they do not indicate meter reading issues.

Of those that were not finals (249), 82% (205) were AMR. The only two towns with a significant percentage of 249 were Lebanon (39) and Salem (48). There are roughly 5,800 active accounts in Lebanon which works out to only 0.7% and in Salem there are roughly 14,200 active accounts resulting in 0.3%. In these two towns there did not appear to be any particular streets with large numbers.

If we only measured non-final estimates, the 249 would render 0.5% overall (43,930 total GSE bills in April). Thus meter reading success rate is 99.5% which is very good.

GSE Bill Exceptions:

Although the "system level" metric (1.14%) is above both the reporting and set-aside thresholds (.80% and 1.00%), the now available GSE specific metric is available for a full year and is at a very low 12-month average of .71%. The April GSE value is at a very low rate of .57%. There are no significant spikes in this metric for GSE across 12 months further indicating no cause for concern.

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	5/21/2014	Yes	April 2014 = 79.4% for 12 months ending 4/30/2014
Call Volume	Not to exceed the prior month by 20% or more	5020	5/21/2014	Yes	April 2014 = 11% increase in call volume from 12,873 in March to 14,337 in April.
Bill Accuracy	No less than 98%	5069	5/30/2014	Yes	Bill Accuracy= 99.09%
Estimated Bill %	Must not exceed 5.0%	5069	5/30/2014	Yes	Estimated Bill % = 3.59%
% Bills with Exceptions	Must not exceed 3.8%	5069	5/30/2014	Yes	% Bills with Exceptions = 3.32%

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	5/21/2014	Yes	
	Metrics performance report	7012	6/2/2014	Yes	
	Annual report detailing customer service levels	2465		N/A	Annual filing, next due date is March 1, 2014
	Monthly disconnection and accounts receivable report	5057	2/28/2014	N/A	Data not yet available
	Annual pre-winter disconnection report	5058	12/10/2013	N/A	
	EN monthly cost of gas trigger report	5059	N/A	Yes	Not applicable for the month of April
	EN peak cost of gas filing- September 1	5060	9/3/2013	N/A	Report is due annually by Sept. 1
	EN off peak cost of gas filing – March 15	5061	3/17/2014	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	15 excavation damages
Security Breach	0	N/A	N/A	No	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	In compliance
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