

**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     | 6/25/2014  | Yes                 | May 2014 = 88.6% for 12 months ending 5/31/2014                             |
| Call Volume             | Not to exceed the prior month by 25% or more | 5019     | 6/25/2014  | Yes                 | May 2014 = 10% decrease in call volume from 8,214 in April to 7,468 in May. |
| Bill Accuracy           | No less than 99%                             | 5068     | 6/30/2014  | Yes                 | Bill accuracy = 99.57%  |
| Estimated Bill %        | Must not exceed 1.3%                         | 5068     | 6/30/2014  | No*                 | Estimated Bill % = 1.44%  |
| % Bills with Exceptions | Must not exceed 0.80%                        | 5068     | 6/30/2014  | Yes                 | % Bills with Exceptions = .70%  |

**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     | 6/10/2014  | Yes   |                                       |
|   | Annual EAP budget filing                             | 5053     | 7/31/2013  | Yes   |                                       |
|   | Monthly call answering report                        | 5019     | 6/25/2014  | Yes   |                                       |
|   | Metrics performance report                           | 7012     | 6/30/2014  | 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     |            | 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:



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| Metric                  | Performance Target                           | CFID No. | Date Filed | Target Met - Yes/No | Comments   |
|-------------------------|--|----------|------------|---------------------|--|
| Call Answering          | 80% of calls answered within 30 seconds      | 5020     | 6/25/2014  | Yes                 | May 2014 = 80.3% for 12 months ending 5/31/2014                              |
| Call Volume             | Not to exceed the prior month by 20% or more | 5020     | 6/25/2014  | Yes                 | May 2014 = 4% increase in call volume from 23,886 in April to 24,809 in May. |
| Bill Accuracy           | No less than 98%                             | 5069     | 6/30/2014  | N/A                 |  |
| Estimated Bill %        | Must not exceed 5.0%                         | 5069     | 6/30/2014  | N/A                 |  |
| % Bills with Exceptions | Must not exceed 3.8%                         | 5069     | 6/30/2014  | N/A                 |  |

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| 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     | 6/25/2014  | Yes                 |   |
|   | Metrics performance report                           | 7012     | 6/30/2014  | 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     | 6/24/2014  | Yes                 |   |
|   | 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                 | 3 accidental over-pressurizations to report |
| Reportable Accidents              | 0                       | N/A      | N/A        | N/A                 | No reportable accidents                     |