

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	3/17/2015	No*	February 2015 = 79.6% for 12 months ending 2/28/2015
Call Volume	Not to exceed the prior month by 25% or more	5019	3/17/2015	Yes	February 2015 = 13.77% increase in call volume from 10,831 in January to 12,322 in February
Bill Accuracy	No less than 99%	5068	3/20/2015	Yes	
Estimated Bill %	Must not exceed 1.5%	5068	3/20/2015	Yes	
% Bills with Exceptions	Must not exceed 0.83%	5068	3/20/2015	No*	

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	3/12/2015	Yes	
	Annual EAP budget filing	5053	8/1/2014	Yes	
	Monthly call answering report	5019	3/17/2015	Yes	
	Metrics performance report	7012	3/30/2015	Yes	
	Annual report detailing customer service levels	2465	1/20/2015	Yes	The annual reporting requirement for service level results is met in the 5019 December monthly filing
	Monthly disconnection and accounts receivable report	5054	3/20/2015	Yes	
	Annual pre-winter disconnection report	5055	12/9/2014	Yes	
	GSE Accident reports	5056	N/A	N/A	Ad hoc, event driven. No accidents to report.

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:

GSE Call Answering: The service level for the month of February exceeds the 80% goal, however the rolling 12 month average remained the same due to the net difference of the February 2014 numbers rolling off.

GSE % Bills with Exceptions: February is slightly higher due to: 1) over 100 fuel assistance accounts placed on hold due a billing error message. This issue was resolved and all accounts were billed within the same month; 2) increase Missing Reads on Demand (non ERT) due to winter weather conditions. Manual estimates were calculated and billed outside of the regular bill cycle.

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	3/17/2015	No*	February 2015 = 78.3% for 12 months ending 2/28/2015
Call Volume	Not to exceed the prior month by 20% or more	5020	3/17/2015	Yes	February 2015 = 0.85% increase in call volume from 26,510 in January to 26,735 in February
Bill Accuracy	No less than 98.55%	5069	3/20/2015	Yes	
Estimated Bill %	Must not exceed 2.41%	5069	3/20/2015	Yes	
% Bills with Exceptions	Must not exceed 1.93%	5069	3/20/2015	Yes	

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	3/17/2015	Yes	The annual reporting requirement for service level results is met in the 5020 December monthly filing
	Metrics performance report	7012	3/30/2015	Yes	
	Annual report detailing customer service levels	2465	1/20/2015	Yes	
	Monthly disconnection and accounts receivable report	5057	3/20/2015	Yes	
	Annual pre-winter disconnection report	5058	12/9/2014	Yes	
	EN monthly cost of gas trigger report	5059	3/24/2015	Yes	
	EN peak cost of gas filing- September 1	5060	9/2/2014	Yes	
	EN off peak cost of gas filing – March 15	5061	3/17/2014	Yes	
					Report is due annually by Sept. 1
					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	Yes	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	2 accidental over-pressurizations to report
Reportable Accidents	0	N/A	N/A	N/A	No reportable accidents

*Note:

ENNG Call Answering: The monthly service level has exceeded the 80% service level for the past 4 months and the rolling 12 month average has increased over 1% month over month since October. We expect to meet/exceed the monthly service level target for the month of March 2015.