

### 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	5/14/2015	No*	April 2015 = 78.6% for 12 months ending 4/30/2015
Call Volume	Not to exceed the prior month by 25% or more	5019	5/14/2015	Yes	April 2015 = 5.56% decrease in call volume from 12,040 in March to 11,370 in April
Bill Accuracy	No less than 99%	5068	5/26/2015	Yes	
Estimated Bill %	Must not exceed 1.5%	5068	5/26/2015	Yes	
% Bills with Exceptions	Must not exceed 0.83%	5068	5/26/2015	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	5/13/2015	Yes	
	Annual EAP budget filing	5053	8/1/2014	Yes	
	Monthly call answering report	5019	5/14/2015	Yes	
	Metrics performance report	7012	5/29/2015	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	5/29/2015	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: Call volume increased by 38% in April 2015 vs April 2014. This increase is driven in part by collections activity. In addition, the average length of call has increased to handle multiple transactions required for collection related calls. Manpower requirements have been reassessed and corrected.

GSE % Bills with Exceptions: Exceptions continue to trend downward since the peak in January. Failure to meet the target was largely attributable to the increased number of exceptions in January associated with 3 summary bill accounts.

### 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	5/14/2015	No*	April 2015 = 78.8% for 12 months ending 4/30/2015
Call Volume	Not to exceed the prior month by 20% or more	5020	5/14/2015	Yes	April 2015 = 0.65% increase in call volume from 30,826 in March to 31,026 in April
Bill Accuracy	No less than 98.55%	5069	5/26/2015	Yes	
Estimated Bill %	Must not exceed 2.41%	5069	5/26/2015	Yes	
% Bills with Exceptions	Must not exceed 1.93%	5069	5/26/2015	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	5/14/2015	Yes	The annual reporting requirement for service level results is met in the 5020 December monthly filing
	Metrics performance report	7012	5/29/2015	Yes	
	Annual report detailing customer service levels	2465	1/20/2015	Yes	
	Monthly disconnection and accounts receivable report	5057	5/29/2015	Yes	
	Annual pre-winter disconnection report	5058	12/9/2014	Yes	
	EN monthly cost of gas trigger report	5059	5/22/2015	Yes	
	EN peak cost of gas filing- September 1	5060	9/2/2014	Yes	
	EN off peak cost of gas filing – March 15	5061	3/17/2015	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: Call volume increased by 30% in April 2015 vs April 2014. This increase is primarily due to the increased collections activity which was not in place in April 2014. Manpower requirements have been reassessed and corrective actions have been taken.