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yellow represents those calls in which 60 minutes or more were recorded as response time

red represents the number of calls each month that were missed that would have allowed the Company to achieve its goal for that Category

green highlights the actual calls that came in during After Hours or Weekend/Holidays for 2009, 2010, 2011, 2012

	RESULTS OF A	ACTUAL CALLS	S BASED ON ROL	LING 12 MONTH	S FOR APRIL 2011 THRO	UGH N	IARCH:	2012						
								Al	PRIL 20	011 to MA	R 201	2		
							Normal			After Hours		V	Neekend:	ıs
YEARLY 60						REAL			NE ST		To the same	BASE		
Minutes								15			8			21
YEARLY 45						71			260			212		122
Minutes						ವ	698	67	200	252	57		191	78
YEARLY 30							000						A) es 4	
Minutes								631			195			113
										939				11/2017

YEARLY 45
Minutes
YEARLY 30
Minutes

PROPOSED PERFORMANCE GOALS REQUIRED MEASURED AGAINST HISTORICAL CALLS

PROPOSED PERFORMANCE GOALS REQUIRED MEASURED AGAINST HISTORICAL CALLS

APRIL 2011 to MAR 2012

ARIEr Hours

YEARLY 60
Minutes

PEARLY 45
Minutes

Minutes

PEARLY 45
Minutes

(BLACK numbers are greater than RED numbers) THUS NO PENALTIES per Settlement Item
2.8 second sentence

950

ARIE 260
252
57
191
191
78
113
113

NONE

183
NONE

NONE

	PROPO:	SED DG 11	-196	
MIN	Normal	After Hours	Weekends	
60	98%	97%	96%	
45	93%	88%	86%	
30	87%	NONE	NONE	80%

Example of Rolling 12 months from April 1, 2011 to March 31 2012 . NOTE the total calls were 1187

ORIGINAL

N.H.P.U.G. Case No. P.G. 11-196

Exhibit No. #15

Witness Randall Kneppel

DO NOT TREMOVE SERON FILE