

Metric	Performance Target	Performance Measurement	Metric During Transition Period	Metric Day N plus 365	Measurement Period	TSA Service Measured
<p>I. Call Center Service Level</p>	<p>GSE: 80% of calls answered within 20 seconds</p> <p>Performance is measured using a GSE-specific rolling 12-month average:</p> <p>88.5% of calls answered within 20 seconds for 12 months ending January 2012</p>	<p>S/L = (Agent calls answered <20s + IVR Completed Calls + Twenty First Century Completed Calls) / All Offered Calls (Agent + IVR + Twenty First Century)</p> <p>Exclusions: Major storm events¹ or other extraordinary exogenous events</p>	<p>Continue existing reporting.</p> <p>If less than 80% of calls are answered within 20 seconds, National Grid will provide a written explanation.</p> <p>If less than 72% of calls are answered within 20 seconds, Staff review will occur and set aside may be triggered..</p>	<p>Yes</p> <p>If the 12-month rolling average is less than 80% of calls answered within 20 seconds, National Grid will provide a written explanation.</p> <p>If the 12-month rolling average is less than 72% of calls answered within 20 seconds, National Grid will provide a written explanation.</p>	<p>Reported and measured monthly (based on rolling 12-month average)</p>	<p>Call Center Operations</p>
	<p>ENGI: 80% of calls answered within 30 seconds</p> <p>Performance is measured using an ENGI-specific rolling 12-month average:</p> <p>86.7% of calls answered within 30 seconds for 12 months ending January 2012</p>	<p>S/L = (Agent calls answered <30s + IVR Completed Calls) / All Offered Calls (Agent + IVR)</p> <p>Exclusions: Major storm events or other extraordinary exogenous events</p>	<p>Continue existing reporting.</p> <p>If less than 80% of calls are answered within 30 seconds, National Grid will provide a written explanation</p> <p>If less than 72% of calls are answered within 30 seconds, Staff review will occur and set aside may be triggered..</p>	<p>Yes</p> <p>If the 12-month rolling average is less than 80% of calls answered within 30 seconds - requires written explanation.</p> <p>If the 12-month rolling average is less than 72% of calls answered within 30 seconds - Staff review and set-aside may be triggered</p>	<p>Reported and measured monthly (based on rolling 12-month average)</p>	<p>Call Center Operations</p>

¹ A major storm event is defined as a severe weather event or events causing 30 concurrent troubles and 15% of customers interrupted or 45 concurrent troubles.

II.	Metric	Performance Target	Performance Measurement	Metric During Transition Period	Metric Day N plus 365	Measurement Period	TSA Service Measured
	Billing:						
	Bill Accuracy	<p>GSE: NG's monthly average over the past 3 years. 99.59%</p> <p>Performance is measured using a GSE-specific rolling 12-month average: 99.62% for 12 months ending January 2012</p>	<p>Bill accuracy % (using corrected bill level) - this value represents a percentage of total bills delivered that are "corrected" bills considered billing "errors". Several types of rebills are excluded as not considered "corrections due to error" (e.g., rebills replacing estimated reads with actual reads; rebills due to start/stop of a balanced (budget) billing plan on the current cycle).</p> <p>Same as GSE</p>	<p>Yes</p> <p>If the 12-month rolling average is less than 99%, National Grid will provide a written explanation.</p> <p>If the 12-month rolling average is less than 98%, Staff review will occur and set-aside may be triggered.</p>	<p>Yes</p> <p>If the 12-month rolling average is less than 99%, National Grid will provide a written explanation.</p> <p>If the 12-month rolling average is less than 96%, Staff review will occur and set-aside may be triggered.</p>	<p>Reported and measured monthly (based on rolling 12-month average)</p>	<p>Meter Reading, Billing and Payment Processing</p>
548		<p>ENGI: NG's monthly average over the past 3 years. 98.94%</p> <p>Pre-Day N: Performance will be measured using the CRIS System rolling 12-month average: 99.04% for 12 months ending January 2012</p> <p>Post-Day N: Performance will be measured using a monthly average based on ENGI-specific data measured during transition period.</p>		<p>Yes</p> <p>If the CRIS system 12-month rolling average is less than 98%, National Grid will provide a written explanation.</p> <p>If the 12-month rolling average is less than 97% - Staff review will occur and set-aside may be triggered.</p>	<p>Yes</p> <p>If the performance level is 1% less than the ENGI-specific average measured during the transition period, National Grid will provide a written explanation.</p> <p>If the performance level is 5.0% below the ENGI-specific average measured during the transition period, Staff review will occur and set-aside may be triggered.</p>	<p>Reported and measured monthly (based on rolling 12-month average)</p>	<p>Meter Reading, Billing and Payment Processing</p>

Metric	Performance Target	Performance Measurement	Metric During Transition Period	Metric Day N plus 365	Measurement Period	TSA Service Measured
Estimated bill %	<p>GSE: Equal to NG's monthly average over the past 2 years. 1.17%</p> <p>Performance is measured using a GSE-specific rolling 12-month average: 1.27% for 12 months ending January 2012</p>	<p>Estimated bill % - Volume of bills that are based upon estimated meter readings expressed as a % of total bills delivered.</p> <p>Exclusions: Major storm events or other extraordinary exogenous events</p>	<p>Yes</p> <p>If the 12-month rolling average exceeds 1.3%, National Grid will provide written explanation.</p> <p>If the 12-month rolling average exceeds 1.8%, Staff review will occur and set-aside may be triggered.</p>	<p>Yes</p> <p>If the 12-month rolling average exceeds 1.5%, National Grid will provide written explanation.</p> <p>If the 12-month rolling average exceeds 2.0%, Staff review will occur and set-aside may be triggered.</p>	<p>Reported and measured monthly (based on rolling 12-month average)</p>	<p>Meter Reading, Billing and Payment Processing</p>
	<p>ENGI: Equal to NG's monthly average over the past 2 years. 4.98%</p> <p>Pre-Day N, performance will be measured using the CRIS System 12-month rolling average: 4.61% for 12 months ending January 2012</p> <p>Post-Day N, performance will be measured using a monthly average based on ENGI-specific data measured during the transition period.</p>	<p>Same as for GSE</p> <p>Exclusions: Major storm events or other extraordinary exogenous events</p>	<p>Yes</p> <p>If the CRIS system 12-month rolling average exceeds 5.0%, National Grid will provide written explanation.</p> <p>If the CRIS system 12-month rolling average exceeds 6.75%, Staff review will occur and set-aside may be triggered.</p>	<p>Yes</p> <p>If the performance level is 20% above the ENGI-specific average measured during the transition period, National Grid will provide written explanation.</p> <p>If the performance level is 40% above the ENGI-specific average measured during the transition period, Staff review will occur and set-aside may be triggered.</p>	<p>Reported and measured monthly (based on rolling 12-month average)</p>	<p>Meter Reading, Billing and Payment Processing</p>

	Metric	Performance Target	Performance Measurement	Metric During Transition Period	Metric Day N plus 365	Measurement Period	TSA Service Measured
	<p>% Bills with Exceptions</p>	<p>GSE: Equal to CSS monthly average over the past 2 years .75%</p> <p>Pre-Day N: Performance will be measured using the CSS System 12-month rolling average:</p> <p>.73% for 12 months ending January 2012</p> <p>Post-Day N: Performance will be measured using a rolling average based on GSE-specific data collected during the transition period.</p>	<p>Volume of bills with exceptions that halt the billing of the account expressed as a % of total bills delivered. Exception types include high-low errors, negative use, zero usage, stopped meter, multi-edit failure, etc.</p>	<p>Yes</p> <p>If the CSS System 12-month rolling average exceeds 0.80%, National Grid will provide written explanation.</p> <p>If the CSS System 12-month rolling average exceeds 1.0% - Staff review will occur and a set-aside may be triggered.</p>	<p>Yes</p> <p>If the performance level is 20% above the GSE-specific average measured during the transition period, National Grid will provide written explanation.</p> <p>If the performance level % is 40% above the GSE-specific average measured during the transition period, Staff review will occur and a set-aside may be triggered.</p>	<p>Reported and measured monthly (based on 12-month rolling average)</p>	<p>Meter Reading, Billing and Payment Processing</p>

	Metric	Performance Target	Performance Measurement	Metric During Transition Period	Metric Day N plus 365	Measurement Period	TSA Service Measured
	<p>% Bills with Exceptions</p>	<p>ENGI: Equal to CRIS monthly average over the past 2 years 3.8%</p> <p>Pre-Day N: Performance will be measured using the CRIS System 12-month rolling average:</p> <p>3.78% for 12 months ending January 2012</p> <p>Post-Day N: Performance will be measured using a rolling average based on ENGI-specific data collected during the transition period.</p>	<p>Same as GSE</p>	<p>Yes</p> <p>If the CRIS System 12-month rolling average exceeds 3.8%, National Grid will provide written explanation.</p> <p>If the CRIS System 12-month rolling average exceeds 4.4%, Staff review will occur and a set-aside may be triggered.</p>	<p>Yes</p> <p>If the performance level % is 20% above the ENGI-specific average measured during the transition period, National Grid will provide written explanation.</p> <p>If the performance level % is 40% above the ENGI-specific average measured during the transition period, Staff review will occur and a set-aside may be triggered.</p>	<p>Reported and measured monthly (based on 12-month rolling average)</p>	<p>Meter Reading, Billing and Payment Processing</p>

	Metric	Performance Target	Performance Measurement	Metric During Transition Period	Metric Day N plus 365	Measurement Period	TSA Service Measured
III.	Reports due to Commission (Currently filed or required through settlement)	GSE: Filed in accordance with Commission rules.	The reports listed below (the Appendix A Reports) shall be made in a timely manner and free of any material inaccuracies that would impact customers or other entities negatively. A waiver for an extension of time can be sought if National Grid or Liberty is unable to meet the timeframe for the report or filing. <ul style="list-style-type: none"> - Monthly EAP reconciliation report - Annual EAP budget filing - Monthly call answering report - Metric performance reports - Annual report detailing customer service levels - Monthly disconnection and accounts receivables report - Annual pre-winter disconnection report - Granite State Electric accident reports 	In the event an Appendix A Report is not filed in a timely manner or free of material inaccuracies, a written explanation shall be provided. <p>If the late filing or material inaccuracy is a direct result of National Grid performance, then Staff review will occur and a set-aside may be triggered.</p>	In the event an Appendix A Report is not filed in a timely manner or free of material inaccuracies, a written explanation shall be provided. <p>If the late filing or material inaccuracy for any such report for which the relevant Transition Service(s) has been cut over is a direct result of National Grid performance related to the transfer of data and / or files critical to the achievement of this metric, then Staff review will occur and a set-aside may be required.</p>	Due date of Appendix A Reports	Regulatory Reporting

Metric	Performance Target	Performance Measurement	Metric During Transition Period	Metric Day N plus 365	Measurement Period	TSA Service Measured
Reports due to Commission (currently filed or required through settlement)	ENGI: Filed in accordance with Commission rules.	<p>The reports listed below (the Appendix A Reports) shall be made in a timely manner and free of any material inaccuracies that would impact customers or other entities negatively. A waiver for an extension of time can be sought if National Grid or Liberty is unable to meet the timeframe for the report or filing.</p> <ul style="list-style-type: none"> - Monthly call answering report - Metric performance reports - Annual report detailing customer service levels - Monthly disconnection and accounts receivables report - Annual pre-winter disconnection report - EnergyNorth monthly cost of gas trigger report - EnergyNorth peak cost of gas filing – September 1 - EnergyNorth off-peak cost of gas filing – March 15 	<p>In the event an Appendix A Report is not filed in a timely manner or free of material inaccuracies, a written explanation shall be provided.</p> <p>If the late filing or material inaccuracy is a direct result of National Grid performance, then Staff review will occur and a set-aside may be triggered.</p>	<p>In the event Appendix A Report is not filed in a timely manner or free of material inaccuracies, a written explanation shall be provided.</p> <p>If the late filing or material inaccuracy for any such report for which the relevant Transition Service(s) has been cut over is a direct result of National Grid performance related to the transfer of data and / or files critical to the achievement of this metric, then Staff review will occur and a set-aside may be required..</p>	Due date of Appendix A Reports.	Regulatory Reporting

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IV.	Emergency Response - Major Storms GSE only	Average number of calls received by the Commission during the following three major storm events: 2008 ice storm, 2010 windstorm and 2011 snowstorm. 7 calls	Calls received by the Commission during major storm event.	In the event the number of calls received by the Commission during a major storm event exceeds 25, National Grid shall provide a written explanation of actions taken impacting the call center and call center resources as well as information available to call center representatives for dissemination to customers. If the number of calls received by the Commission exceeds 50 during the major storm event, Staff review will occur and the potential for a set aside may be triggered.	None	Major storm event	Mutual assistance – electric emergencies

APPENDIX A
to Attachment N – Customer Service Metrics

Reports Due to the Commission (Currently Filed or Required Through Settlement)

I. Granite State

1. Monthly EAP reconciliation report
2. Annual EAP budget filing
3. Monthly call answering report
4. Metric performance reports
5. Annual report detailing customer service levels
6. Monthly disconnection and accounts receivables report
7. Annual pre-winter disconnection report
8. Granite State Electric accident reports

II. EnergyNorth

1. Monthly call answering report
2. Metric performance reports
3. Annual report detailing customer service levels
4. Monthly disconnection and accounts receivables report
5. Annual pre-winter disconnection report
6. EnergyNorth monthly cost of gas trigger report
7. EnergyNorth peak cost of gas filing – September 1
8. EnergyNorth off-peak cost of gas filing – March 15