

National Grid & Liberty Utilities
Order No. 25,370

Granite State Electric Co.
7012 Performance Report
For month ending November 30, 2013

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	12/19/2013	Yes	November 2013 = 87.7% for 12 months ending 11/30/13
Call Volume	Not to exceed the prior month by 25% or more	5019	12/19/2013	Yes	November 2013 = 16.4% decrease in call volume from 9,118 in October to 7,623 in November
Bill Accuracy	No less than 99%	5068	12/31/2013	Yes	November 2013 = 99.57%
Estimated Bill %	Must not exceed 1.3%	5068	12/31/2013	No*	November 2013 = 1.46%
% Bills with Exceptions	Must not exceed 0.80%	5068	12/31/2013	Yes	November 2013 = 0.70%

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	12/13/2013	Yes	
	Annual EAP budget filing	5053	7/31/2013	Yes	
	Monthly call answering report	5019	12/19/2013	Yes	
	Metrics performance report	7012	12/31/2013	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	12/10/2013	Yes	
	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:

GSE Bill Estimates:
We re-ran the estimated bill metric for GSE and found 500 bills were estimated in November 2013. This number does change slightly as time goes by because we don't count canceled bills. When we ran the metric at the end of November it was only slightly higher at 537. Of the 500, 260 were estimated final readings (240 were not finals). Estimated finals are a normal occurrence with the auto-complete / soft-off program. We shouldn't be reporting these as they do not indicate meter reading issues.
Of those that were not finals (240), 86% (207) were AMR. The only two towns with a significant percentage of 240 were Lebanon (58) and Salem (48). There are 5,789 active accounts in Lebanon which works out to only 1.0% and in Salem there are 14,188 active accounts resulting in 0.3%. In these two towns there did not appear to be any particular streets with large numbers.
If we only measured non-final estimates, the 240 would render 0.5% overall (43,707 total GSE bills in October). Thus meter reading success rate is 99.5% which is very good

GSE Bill Exceptions:
Although the "system level" metric is slightly above the reporting threshold (.85% vs. .80%), the now available GSE specific metric is available for a full year and is at a very low 12-month average of .70%. The November GSE value is at a low rate of .74%. There are no significant spikes in this metric for GSE across 12 months further indicating no cause for alarm.