

**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	1/21/2014	Yes	December 2013 = 87.6% for 12 months ending 12/31/2013
Call Volume	Not to exceed the prior month by 25% or more	5019	1/21/2014	Yes	December 2013 = 26.9% decrease in call volume from 7,623 in November to 5,575 in December
Bill Accuracy	No less than 99%	5068	1/31/2014	Yes	December 2013 = 99.56%
Estimated Bill %	Must not exceed 1.3%	5068	1/31/2014	No*	December 2013 = 1.48%
% Bills with Exceptions	Must not exceed 0.80%	5068	1/31/2014	Yes	December 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	1/13/2014	Yes	
	Annual EAP budget filing	5053	7/31/2013	Yes	
	Monthly call answering report	5019	1/21/2014	Yes	
	Metrics performance report	7012	1/31/2014	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	1/30/2014	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's system-level bills with exceptions metric continues to be slightly above target on a 12-month average basis. GSE's own rate for December 2013 (.91%) is above the system value, which typically comes in between .70% and .90%. Three exception types make up the majority of these billing exceptions that stop a bill from being produced - high/low usage, stopped meter, and multiple edit failure (which is typically also a high/low usage). GSE's estimated bill percentage metric in December 2013 is 1.48%. The 12-month average report threshold is 1.30%, and individual monthly values typically come in between 1.10% and 1.5%, and occasionally below 1.0% and as high as 2.0%, so the 12-month rolling average is in line with the historical range.

**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	1/21/2014	Yes	December 2013 = 80.3% for 12 months ending 12/31/2013
Call Volume	Not to exceed the prior month by 20% or more	5020	1/21/2014	Yes	December 2013 =8.6% decrease in call volume from 14,763 in November to 13, 497 in December.
Bill Accuracy	No less than 98%	5069		N/A	Data not yet available
Estimated Bill %	Must not exceed 5.0%	5069		N/A	Data not yet available
% Bills with Exceptions	Must not exceed 3.8%	5069		N/A	Data not yet available

**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	1/21/2014	Yes	
	Metrics performance report	7012	1/31/2014	Yes	
	Annual report detailing customer service levels	2465	N/A	N/A	Annual filing, next due date is March 1, 2014
	Monthly disconnection and accounts receivable report	5057	1/31/2014	N/A	
	Annual pre-winter disconnection report	5058	NA	N/A	
	EN monthly cost of gas trigger report	5059	1/27/2014	Yes	
	EN peak cost of gas filing- September 1	5060	9/3/2013	N/A	Report is due annually by Sept. 1
	EN off peak cost of gas filing – March 15	5061	N/A	N/A	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	No	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	No accidental over-pressurization to report
Reportable Accidents	0	N/A	N/A	N/A	No reportable accidents