

**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	12/10/2014	No*	November 2014 = 79.9% for 12 months ending 11/30/2014
Call Volume	Not to exceed the prior month by 25% or more	5019	12/10/2014	Yes	November 2014 = 3.93% decrease in call volume from 13,253 in October to 12,732 in November
Bill Accuracy	No less than 99%	5068	12/9/2014	Yes	
Estimated Bill %	Must not exceed 1.5%	5068	12/9/2014	Yes	
% Bills with Exceptions	Must not exceed 0.83%	5068	12/9/2014	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 EAP reconciliation report	5052	12/12/2014	Yes	
	Annual EAP budget filing	5053	8/1/2014	Yes	
	Monthly call answering report	5019	12/10/2014	Yes	
	Metrics performance report	7012	12/30/2014	Yes	
	Annual report detailing customer service levels	2465	1/22/2013	Yes	The annual reporting requirement for service level results is met in the 5019 December monthly filing
	Monthly disconnection and accounts receivable report	5054	12/29/2014	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:  
November's call answering service level of 81.4% is the result of the Improvement Plan implemented in October that addressed staffing issues, supervisor/CSR ratios and training needs. November performance is improved by 53% over October. Call volumes were also lower than in October. Despite exceeding the 80% service level target for the month, the rolling average fell below target by .10%. Continued focus on exceeding service levels over the next couple of months will be necessary to meet the rolling 12-month service level. To support this effort, a new hire class started on December 1st and will become fully operational in January.

**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	12/10/2014	No*	November 2014 = 74.9% for 12 months ending 11/30/2014
Call Volume	Not to exceed the prior month by 20% or more	5020	12/10/2014	Yes	November 2014 = 11.39% decrease in call volume from 30,975 in October to 27,446 in November
Bill Accuracy	No less than 98.55%	5069	12/9/2014	Yes	
Estimated Bill %	Must not exceed 2.41%	5069	12/9/2014	Yes	
% Bills with Exceptions	Must not exceed 1.93%	5069	12/9/2014	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	12/10/2014	Yes	
	Metrics performance report	7012	12/30/2014	Yes	
	Annual report detailing customer service levels	2465	1/22/2013	Yes	The annual reporting requirement for service level results is met in the 5020 December monthly filing
	Monthly disconnection and accounts receivable report	5057	12/29/2014	Yes	
	Annual pre-winter disconnection report	5058	12/9/2014	Yes	
	EN monthly cost of gas trigger report	5059	12/23/2014	Yes	
	EN peak cost of gas filing- September 1	5060	9/2/2014	Yes	Report is due annually by Sept. 1
	EN off peak cost of gas filing – March 15	5061	5/17/2014	Yes	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:**

November's call answering level of 83.8% is the result of the Improvement Plan implemented in October that addressed staffing issues, supervisor/CSR ratios and training needs. November performance improved by 77% over October. Call volumes were also lower than in October. Despite exceeding the 80% service level target for the month, the rolling average only increased 1.1% points. Continued focus on exceeding service levels over the next few months will be necessary to raise and meet the rolling 12-month service level. To support this effort, a new hire class started on December 1st and will become fully operational in January.