

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	10/6/2015	Yes	September 2015 = 83.8% for 12 months ending 9/30/2015
Call Volume	Not to exceed the prior month by 25% or more	5019	10/6/2015	Yes	September 2015 = 3.51% decrease in call volume from 10,703 in August to 10,327 in September
Bill Accuracy	No less than 99%	5068	10/6/2015	Yes	
Estimated Bill %	Must not exceed 1.5%	5068	10/6/2015	Yes	
% Bills with Exceptions	Must not exceed 0.83%	5068	10/6/2015	No*	

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	10/13/2015	Yes	
	Annual EAP budget filing	5053	7/30/2015	Yes	
	Monthly call answering report	5019	10/6/2015	Yes	
	Metrics performance report	7012	10/29/2015	Yes	
	Annual report detailing customer service levels	2465	1/20/2015	Yes	The annual reporting requirement for service level results is met in the 5019 December monthly filing
	Monthly disconnection and accounts receivable report	5054	10/26/2015	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 % Bills with Exceptions: The bills with exception performance continues to track with very good performance over the last seven months. The 12-month rolling average met the Review & Set-Aside target by 0.07%; however, it continues to be below the Report target by 0.07%. The reason for the failure to meet the target was due to 1) the increased number of exceptions in the month of January associated with three summary bills and 2) the increased number of no read exceptions (demand meters) due to the weather.

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	10/6/2015	Yes	September 2015 = 85.5% for 12 months ending 9/30/2015
Call Volume	Not to exceed the prior month by 20% or more	5020	10/6/2015	Yes	September 2015 = 0.88% increase in call volume from 24,636 in August to 24,852 in September
Bill Accuracy	No less than 98.55%	5069	10/6/2015	Yes	
Estimated Bill %	Must not exceed 2.41%	5069	10/6/2015	Yes	
% Bills with Exceptions	Must not exceed 1.93%	5069	10/6/2015	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	10/6/2015	Yes	The annual reporting requirement for service level results is met in the 5020 December monthly filing	
	Metrics performance report	7012	10/29/2015	Yes		
	Annual report detailing customer service levels	2465	1/20/2015	Yes		
	Monthly disconnection and accounts receivable report	5057	10/26/2015	Yes		
	Annual pre-winter disconnection report	5058	12/9/2014	Yes		
	EN monthly cost of gas trigger report	5059	9/24/2015	Yes		
	EN peak cost of gas filing- September 1	5060	8/28/2015	Yes		Report is due annually by Sept. 1
	EN off peak cost of gas filing – March 15	5061	3/17/2015	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	No security breaches to report
Security Breach	0	N/A	N/A	Yes	
Large Scale or System Wide Outage	0	N/A	N/A	N/A	
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 over-pressurizations to report
Reportable Accidents	0	N/A	N/A	N/A	No reportable accidents

*Note: