

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	4/21/2014	Yes	March 2014 = 87.4% for 12 months ending 3/31/2014
Call Volume	Not to exceed the prior month by 25% or more	5019	4/21/2014	Yes	March 2014 = 14% increase in call volume from 6,969 in February to 7,951 in March.
Bill Accuracy	No less than 99%	5068	5/2/2014	Yes	Bill accuracy = 99.57%
Estimated Bill %	Must not exceed 1.3%	5068	5/2/2014	No*	Estimated Bill % = 1.48%
% Bills with Exceptions	Must not exceed 0.80%	5068	5/2/2014	Yes	% Bills with Exceptions = .71%

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	4/15/2014	Yes	
	Annual EAP budget filing	5053	7/31/2013	Yes	
	Monthly call answering report	5019	4/21/2014	Yes	
	Metrics performance report	7012	5/2/2014	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	5/2/2014	N/A	
	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 March (58%) is slightly below 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).

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	3/21/2014	Yes	February 2014 = 79.8% for 12 months ending 2/28/2014
Call Volume	Not to exceed the prior month by 20% or more	5020	3/21/2014	Yes	February 2014 = 16% decrease in call volume from 14,444 in January to 12,110 in February.
Bill Accuracy	No less than 98%	5069	5/2/2014	Yes	Bill Accuracy= 99.08%
Estimated Bill %	Must not exceed 5.0%	5069	5/2/2014	Yes	Estimated Bill % = 3.75%
% Bills with Exceptions	Must not exceed 3.8%	5069	5/2/2014	Yes	% Bills with Exceptions = 3.23%

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	3/21/2014	Yes	
	Metrics performance report	7012	5/2/2014	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	5057	5/2/2014	N/A	
	Annual pre-winter disconnection report	5058	12/10/2013	N/A	
	EN monthly cost of gas trigger report	5059	3/25/2014	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	4/1/2014	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