

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	1/20/2015	No*	December 2014 = 79.2% for 12 months ending 12/31/2014
Call Volume	Not to exceed the prior month by 25% or more	5019	1/20/2015	Yes	December 2014 = 20.14% decrease in call volume from 12,732 in November to 10,168 in December
Bill Accuracy	No less than 99%	5068	1/21/2015	Yes	
Estimated Bill %	Must not exceed 1.5%	5068	1/21/2015	Yes	
% Bills with Exceptions	Must not exceed 0.83%	5068	1/21/2015	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 EAP reconciliation report	5052	1/15/2015	Yes	
	Annual EAP budget filing	5053	8/1/2014	Yes	
	Monthly call answering report	5019	1/20/2015	Yes	
	Metrics performance report	7012	1/30/2015	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	1/29/2015	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 Call Answering:

Call answering service level was short 1.6% points from meeting the December service level target. This equates to 161 calls answered within 20 seconds. The rolling 12-month average dropped .7% points. The new hire class completed training in December. We expect to meet/exceed the monthly service level target for the month of January 2015.

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	1/20/2015	No*	December 2014 = 75.7% for 12 months ending 12/31/2014
Call Volume	Not to exceed the prior month by 20% or more	5020	1/20/2015	Yes	December 2014 = 8.57% decrease in call volume from 27,446 in November to 25,095 in December
Bill Accuracy	No less than 98.55%	5069	1/21/2015	Yes	
Estimated Bill %	Must not exceed 2.41%	5069	1/21/2015	Yes	
% Bills with Exceptions	Must not exceed 1.93%	5069	1/21/2015	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	1/20/2015	Yes	The annual reporting requirement for service level results is met in the 5020 December monthly filing
	Metrics performance report	7012	1/30/2015	Yes	
	Annual report detailing customer service levels	2465	1/20/2015	Yes	
	Monthly disconnection and accounts receivable report	5057	1/29/2015	Yes	
	Annual pre-winter disconnection report	5058	12/9/2014	Yes	
	EN monthly cost of gas trigger report	5059	1/23/2015	Yes	
	EN peak cost of gas filing- September 1	5060	9/2/2014	Yes	
	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:

Despite meeting the call answering service level for the month of December, the 12-month rolling average only increased .8% points. Continued focus on exceeding service levels over the next few months will be necessary to raise the rolling 12-month service level. The new hire class completed training in December. We expect to meet/exceed the monthly service level target for the month of January 2015.