CT PBR Metric Proposal		NH PBR Metrics		MA PBR Metrics	
Metric	**Type**	**Metric**	**Type**	**Metric**	**Type**
Blue Sky SAIDI	PIM (penalty Only)	Blue Sky SAIDI	PIM (penalty Only)	[SAIDI - Service Quality Metric]	SQ Metric
Blue Sky SAIFI	PIM (penalty Only)	Blue Sky SAIFI	PIM (penalty Only)	[SAIFI - Service Quality Metric]	SQ Metric
Average Count of Repeat CEMI-5 and CELID-6 Customers	PIM (incentive only)	N/A	N/A	N/A	N/A
Controllable Average Call Handle Time Part of the Customer PIM Suite	PIM Suite	N/A	N/A	N/A	N/A
Post Transaction Survey – CSR Attributes Part of the Customer PIM Suite	PIM Suite	N/A	N/A	N/A	N/A
Digital Customer Engagement Part of the Customer PIM Suite	PIM Suite	N/A	N/A	Digital Engagement Metric (Percentage of total customer engagements that are digital)	Reporting
Level 1 DER Interconnection Processing (Avg. Days, Company-Controlled Time) Part of the Customer PIM Suite	PIM Suite	N/A	N/A	N/A	N/A
Average Discount Rate Enrollment Time (Days) Part of the Customer PIM Suite	PIM Suite	N/A	N/A	N/A	N/A
Receivables Over 60 Days as a Percentage of Revenue on a Rolling 12-Month Basis	Reporting	N/A	N/A	N/A	N/A
Core Operating Expenses per Customer	Reporting	N/A	N/A	N/A	N/A
Core Operating Expenses per Line Mile	Reporting	N/A	N/A	N/A	N/A
Capex per Customer	Reporting	N/A	N/A	N/A	N/A
Capex per per Line Mile	Reporting	N/A	N/A	N/A	N/A
GHG Emissions	Reporting	N/A	N/A	N/A	N/A
N/A		N/A		MAIFI	Reporting
N/A	N/A	N/A	N/A	SAIDI (All-In)	Reporting
N/A	N/A	N/A	N/A	SAIFI (All-In)	Reporting
N/A	N/A	N/A	N/A	Overall Customer Satisfaction Metric (Survey conducted by J.D. Power that measures customer satisfaction using six factors: (1) power quality and reliability; (2) price; (3) billing and payment; (4) corporate citizenship; (5) communications; and (6) customer care)	Reporting
N/A	N/A	N/A	N/A	Transactional Customer Satisfaction Index (Measures customer satisfaction associated with: (1) unplanned outages; (2) planned outages; (3) website satisfaction; (4) contact center)	Reporting
N/A	N/A	N/A	N/A	Use of Outage Map Metric (Engagements with the outage map as a percentage of total inbound customer communications during Emergency Response Plan events)	Reporting
N/A	N/A	N/A	N/A	New Customer Connects Metric (Percentage of new customer connects completed in accordance with Company targets for timeliness of new service connections)	Reporting

CT PBR Metric Proposal		NH PBR Metrics		MA PBR Metrics	
Metric	**Type**	**Metric**	**Type**	**Metric**	**Type**
N/A	N/A	N/A	N/A	Producer Satisfaction Survey (Measures producer satisfaction associated with: (1) ease of enrollment; (2) ease of connection; (3) timeliness; and (4) helpfulness and communication)	Reporting
N/A	N/A	N/A	N/A	Hosting Capacity Map Usage Metric (Measures the number of visits to the Company's hosting capacity websites for solar developers)	Reporting
N/A	N/A	N/A	N/A	Solar Development Timeline Metric (Measure the duration in business days from creation of a solar installation work order to completion)	Reporting
N/A	N/A	N/A	N/A	Peak Demand Reduction from Energy Efficiency Programs	Reporting
N/A	N/A	N/A	N/A	Peak Demand Reduction from Demand Response Programs	Reporting
N/A	N/A	N/A	N/A	Peak Demand Reduction from Company-owned Storage	Reporting
N/A	N/A	N/A	N/A	Peak Demand Reduction from Company-owned Solar	Reporting
N/A	N/A	N/A	N/A	Peak Demand Reduction from Upgrades to Standard Technologies	Reporting
N/A	N/A	N/A	N/A	Peak Demand Reduction from Volt/Volt-ampere Reactive Optimization	Reporting
N/A	N/A	N/A	N/A	Low-Income Terminations Metric (Reports on low-income customer service terminations for nonpayment, accounts with past due balances at levels eligible for disconnect)	Reporting