

Performance Measures

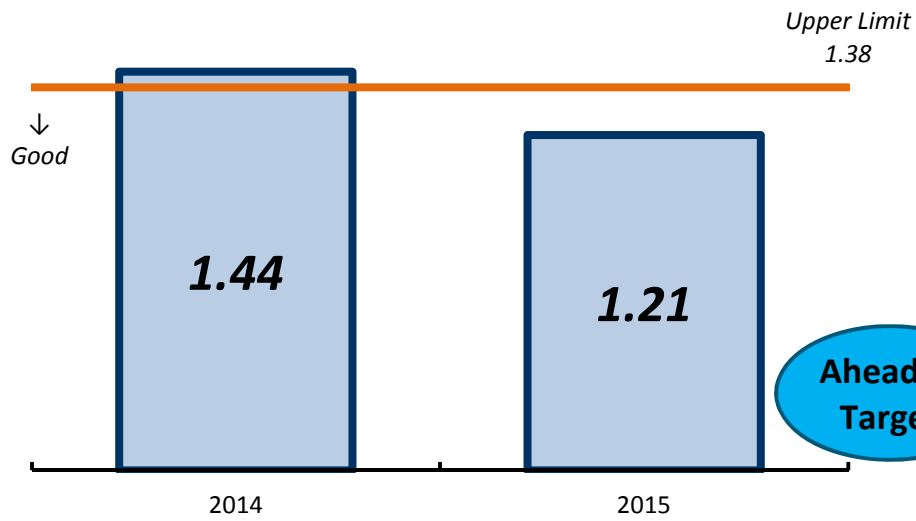
Congratulations on a great year!

EVERSOURCE

2015 Recap

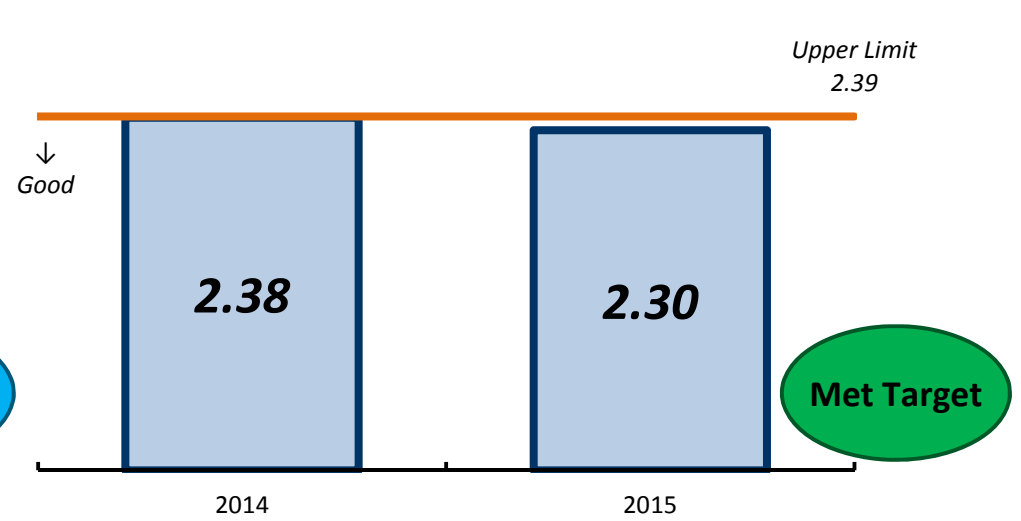
Safety DART Rate

Incident Rate Per 100 Workers; Days Away or Restricted Time



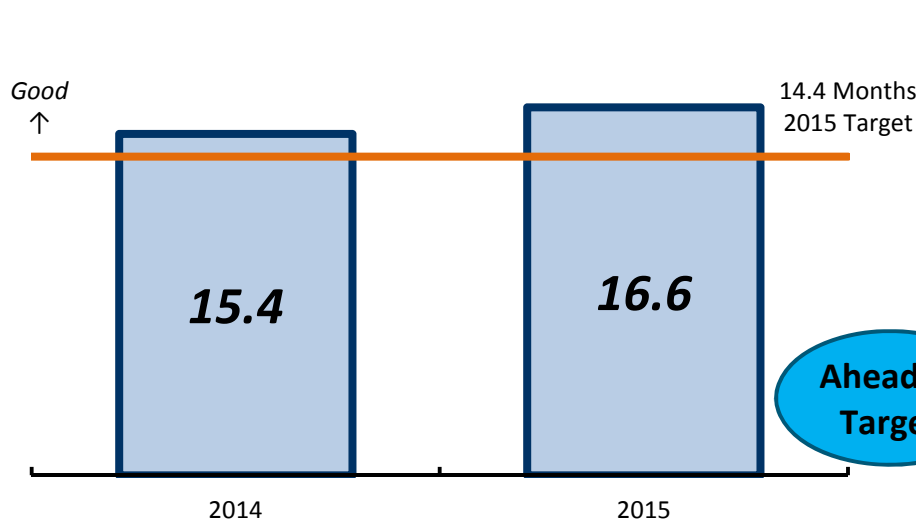
Safety PMVA Rate

Incident Rate Per One Million Miles Driven



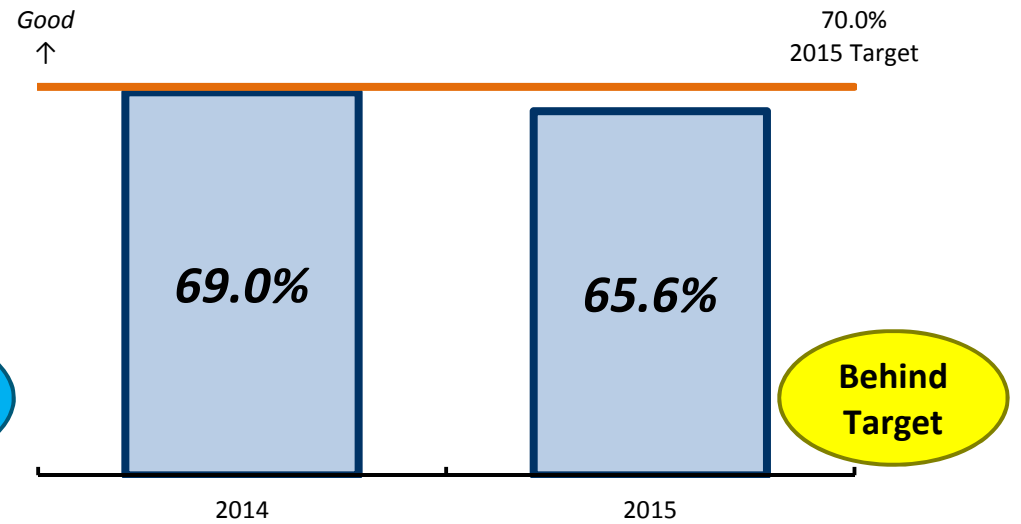
Electric Reliability

Average Number of Months Between Interruptions (MBI)



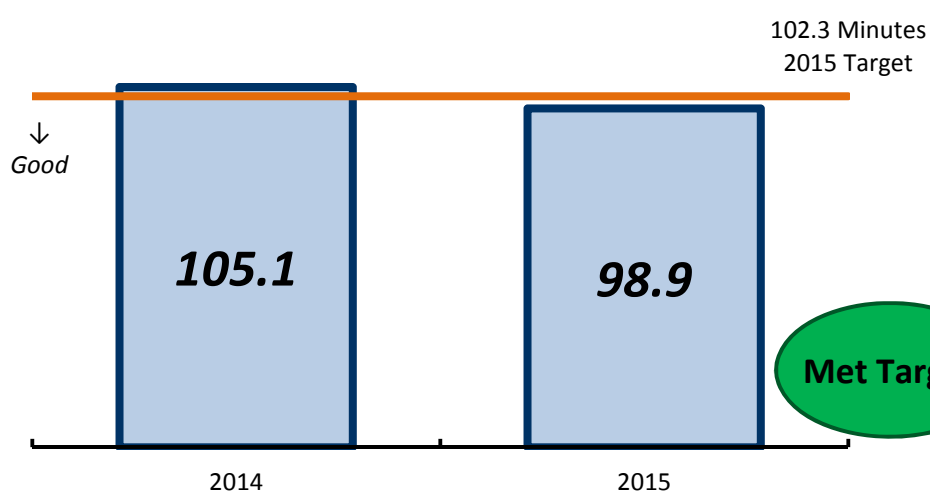
First Contact Resolution

Percent of Calls Resolved on First Contact



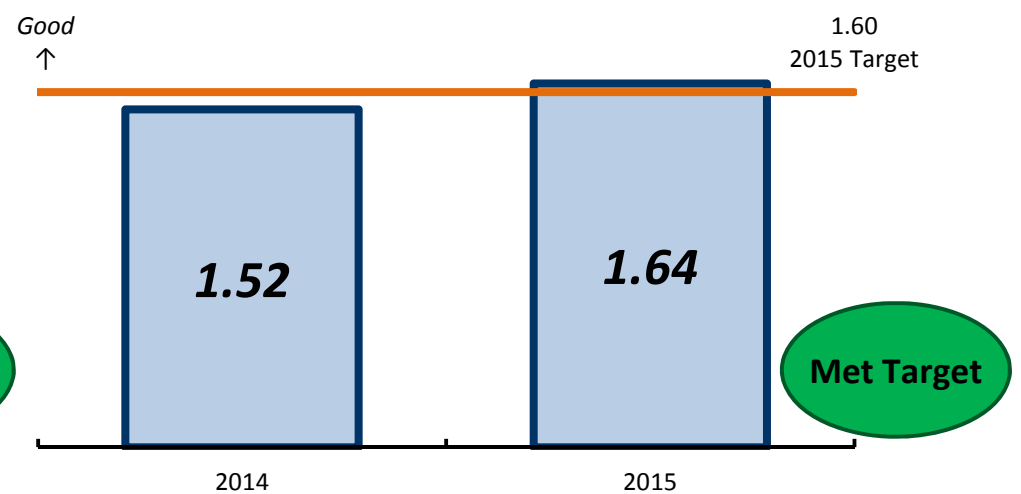
Electric Restoration

Average Time in Minutes to Restore Service to Customers (CAIDI)



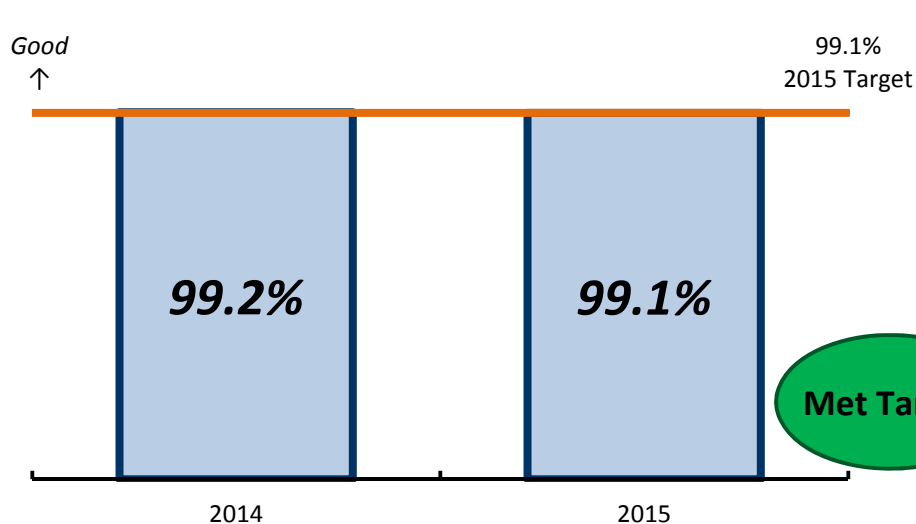
Inventory Turns

Materials Utilization Rate for Electric Distribution



Gas Emergency Response

Respond to Site Within Specific Time Threshold



Open Class 2 Leaks

Maximum Number of Leak Repairs Outstanding

