



**Liberty Utilities™**

**nationalgrid**

**National Grid & Liberty Utilities  
Order No. 25,370**

**Granite State Electric Co.  
7012 Performance Report  
For month ending July 31, 2012**

#### Customer Service Metrics (Attachment N)

Metric	Performance Target (Metric During Transistion Period)	CFID No.	Date Filed	Target Met - Yes/No	Comments
Call Answering	80% of calls answered within 20 seconds	5019	7/20/2012	Yes	88.1% June 2012
Call Volume	Not to exceed 25% of the prior month	5019	7/20/2012	Yes	
Bill Accuracy	No less than 99%	5068	8/30/2012	Yes	99.59%
Estimated Bill %	Must not exceed 1.3%	5068	8/30/2012	No	1.32%. July, August and September have historically had a higher level of estimates because of higher rates of account switching (disconnects/connects) in those months. Of the 854 billed estimates in the month of July, approximately 500 were system estimated finals (soft-offs). Only 251 meters were not read in July, which is a normal level.
% Bills with Exceptions	Must not exceed 0.80% (system)	5068	8/30/2012	Yes	0.78%

#### 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 Commision	Filed in accordance with Commission rules:				
(Normally filed or required through the Settlement Agreement)	Monthly EAP reconciliation report	5052	7/10/2012	Yes	
	Annual EAP budget filing	5053	7/31/2012	Yes	
	Monthly call answering report	5019	7/20/2012	Yes	
	Metrics performance report	7012	8/30/2012	Yes	
	Annual report detailing customer service levels	2465	N/A	N/A	Annual report, next due March 1, 2013
	Monthly disconnection and accounts receivable report	5054	7/10/2012	Yes	
	Annual pre-winter disconnection report	5055	N/A	N/A	Annual reporting period is Nov 1- Dec 10. Not needed at this time.
	GSE Accident reports	5056	N/A	N/A	Ad hoc, event driven. No accidents

#### 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	No large scale outages to report
Emergency Restoration Information	Data Availability	N/A	N/A	N/A	No large scale outages to report



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EnergyNorth Natural Gas, Inc.  
7012 Performance Report  
For month ending July 31, 2012

#### Customer Service Metrics (Attachment N)

Metric	Performance Target (Metric During Transition Period)	CFID No.	Date Filed	Target Met - Yes/No	Comments
Call Answering	80% of calls answered within 30 seconds	5020	7/20/2012	Yes	97.6 % for June 2012
Call Volume	Not to exceed 20% of the prior month	5020	7/20/2012	Yes	
Bill Accuracy	No less than 98% (system)	5069	8/30/2012	Yes	99.08%
Estimated Bill %	Must not exceed 5% (system)	5069	8/30/2012	Yes	4.22%
% Bills with Exceptions	Must not exceed 4.4% (system)	5069	8/30/2012	Yes	3.79%

#### 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	7/20/2012	Yes	
	Metrics performance report	7013	8/30/2012	Yes	
	Annual report detailing customer service levels	2465	N/A	N/A	Annual filing, next due date is March 1, 2013
	Monthly disconnection and accounts receivable report	5057	7/10/2012	Yes	
	Annual pre-winter disconnection report	5058	N/A	N/A	Reporting period is Nov 1-Dec 10 Annually. Not needed at this time.
	EN monthly cost of gas trigger report	5059	7/25/2012	Yes	
	EN peak cost of gas filing- September 1	5060	N/A	N/A	Report is due annually by Sept. 1
	EN off peak cost of gas filing – March 15	5061	N/A	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	
Security Breach	0	N/A	N/A	N/A	No security breaches to report
Large Scale or System Wide Outage		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	
Accidental Over-Pressurization		N/A	N/A	N/A	No accident over-pressurization to report
Reportable Accidents		N/A	N/A	N/A	No reportable accidents