



Stephen R. Hall  
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April 20, 2017

**Via Electronic and US Mail**

Debra A. Howland  
Executive Director  
New Hampshire Public Utilities Commission  
21 S. Fruit Street, Suite 10  
Concord, NH 03301

NHPUC 21APR'17AM8:21

**Re: DG 11-040 Liberty Utilities (Granite State Electric) Corp. and Liberty Utilities  
(EnergyNorth Natural Gas) Corp. d/b/a Liberty Utilities  
Customer Service Metrics – March 2017**

Dear Ms. Howland:

On behalf of Liberty Utilities, this monthly report is provided pursuant to Attachment N, Section II of the Settlement Agreement in Docket No. DG 11-040 approved by Order No. 25,370.

Thank you for your assistance with this matter. Please do not hesitate to call if you have any questions.

Sincerely,

A handwritten signature in black ink that reads "Stephen R. Hall". The signature is fluid and cursive, with the first letters of the first and last names being capitalized and prominent.

Stephen R. Hall

Enclosure

cc: Service List  
OCA Litigation  
Kerri-Lyn Gilpatric

5068/5069

**Liberty Utilities (Granite State Electric) Corp.  
5068 Customer Bills Metrics Performance  
For Month Ending - March, 31, 2017**

Assessed values
Reference values

**Billing Accuracy**

Granite State (Electric)		
	System Level	Company Level
Mar-2017	N/A	99.88%
Feb-2017	N/A	99.88%
Jan-2017	N/A	99.79%
Dec-2016	N/A	99.84%
Nov-2016	N/A	99.88%
Oct-2016	N/A	99.87%
Sep-2016	N/A	99.84%
Aug-2016	N/A	99.38%
Jul-2016	N/A	99.90%
Jun-2016	N/A	99.90%
May-2016	N/A	99.83%
Apr-2016	N/A	99.94%
<b>12 Month Average</b>	N/A	<b>99.83%</b>
Goals:		
Pre Day N - Report	99.00%	(12 mo rolling)
Pre Day N - Review & Set-Aside	98.00%	(12 mo rolling)
Post Day N - Report	99.00%	(TSA period + 365 Days)
Post Day N - Review & Set-Aside	96.00%	(TSA period + 365 Days)

**Estimated Bills**

Granite State (Electric)		
	System Level	Company Level
Mar-2017	N/A	0.44%
Feb-2017	N/A	0.41%
Jan-2017	N/A	0.48%
Dec-2016	N/A	0.47%
Nov-2016	N/A	0.39%
Oct-2016	N/A	0.41%
Sep-2016	N/A	0.27%
Aug-2016	N/A	0.33%
Jul-2016	N/A	0.45%
Jun-2016	N/A	0.47%
May-2016	N/A	0.24%
Apr-2016	N/A	0.32%
<b>12 Month Average</b>	N/A	<b>0.39%</b>
Goals:		
Pre Day N - Report	1.30%	(12 mo rolling)
Pre Day N - Review & Set-Aside	1.80%	(12 mo rolling)
Post Day N - Report	1.50%	(TSA period + 365 Days)
Post Day N - Review & Set-Aside	2.00%	(TSA period + 365 Days)

**Bills with Exceptions**

Granite State (Electric)		
	System Level	Company Level
Mar-2017	N/A	0.05%
Feb-2017	N/A	0.03%
Jan-2017	N/A	0.10%
Dec-2016	N/A	0.06%
Nov-2016	N/A	0.05%
Oct-2016	N/A	0.07%
Sep-2016	N/A	0.08%
Aug-2016	N/A	0.08%
Jul-2016	N/A	0.11%
Jun-2016	N/A	0.08%
May-2016	N/A	0.04%
Apr-2016	N/A	0.05%
<b>12 Month Average</b>	N/A	<b>0.07%</b>
Goals:		
Pre Day N - Report	0.80%	(12 mo rolling)
Pre Day N - Review & Set-Aside	1.00%	(12 mo rolling)
Post Day N - Report		0.83% (TSA period + 365 Days)
Post Day N - Review & Set-Aside		0.97% (TSA period + 365 Days)

**Liberty Utilities (EnergyNorth Natural Gas) Corp.  
5069 Customer Bills Metrics Performance  
For Month Ending - March 31, 2017**

Assessed values
Reference values

**Billing Accuracy**

Energy North (Gas)		
	System Level	Company Level
Mar-2017	N/A	99.89%
Feb-2017	N/A	99.91%
Jan-2017	N/A	99.82%
Dec-2016	N/A	99.63%
Nov-2016	N/A	99.82%
Oct-2016	N/A	99.77%
Sep-2016	N/A	99.82%
Aug-2016	N/A	99.91%
Jul-2016	N/A	99.87%
Jun-2016	N/A	99.87%
May-2016	N/A	99.91%
Apr-2016	N/A	99.93%
ENNG Specific Avg - Transition Pd.	N/A	99.85%
Goals:		
Pre Day N - Report	98.00%	(12 mo rolling)
Pre Day N - Review & Set-Aside	97.00%	(12 mo rolling)
Post Day N - Report		98.44% (TSA period + 365 Days)
Post Day N - Review & Set-Aside		94.54% (TSA period + 365 Days)

**Estimated Bills**

Energy North (Gas)		
	System Level	Company Level
Mar-2017	N/A	0.32%
Feb-2017	N/A	0.19%
Jan-2017	N/A	0.15%
Dec-2016	N/A	0.21%
Nov-2016	N/A	0.22%
Oct-2016	N/A	0.20%
Sep-2016	N/A	0.19%
Aug-2016	N/A	0.18%
Jul-2016	N/A	0.13%
Jun-2016	N/A	0.13%
May-2016	N/A	0.18%
Apr-2016	N/A	0.20%
ENNG Specific Avg - Transition Pd.	N/A	0.19%
Goals:		
Pre Day N - Report	5.00%	(12 mo rolling)
Pre Day N - Review & Set-Aside	6.75%	(12 mo rolling)
Post Day N - Report		2.41% (TSA period + 365 Days)
Post Day N - Review & Set-Aside		2.81% (TSA period + 365 Days)

**Bills with Exceptions**

Energy North (Gas)		
	System Level	Company Level
Mar-2017	N/A	0.06%
Feb-2017	N/A	0.04%
Jan-2017	N/A	0.07%
Dec-2016	N/A	0.10%
Nov-2016	N/A	0.14%
Oct-2016	N/A	0.16%
Sep-2016	N/A	0.25%
Aug-2016	N/A	0.13%
Jul-2016	N/A	0.11%
Jun-2016	N/A	0.14%
May-2016	N/A	0.08%
Apr-2016	N/A	0.09%
ENNG Specific Avg - Transition Pd.	N/A	0.11%
Goals:		
Pre Day N - Report	3.80%	(12 mo rolling)
Pre Day N - Review & Set-Aside	4.40%	(12 mo rolling)
Post Day N - Report		1.93% (TSA period + 365 Days)
Post Day N - Review & Set-Aside		2.26% (TSA period + 365 Days)

Note: The January results for 'Bills with Exceptions' was revised from 0.04% to 0.07%