

Liberty Utilities (Granite State Electric) Corp.  
5068 Customer Bills Metrics Performance  
For Month Ending August 31, 2014

Assessed values

Reference values

**Billing Accuracy**

| Granite State (electric) |               |
|--------------------------|---------------|
| System Level             | Company Level |
| Aug-14                   | 99.09%        |
| Jul-14                   | 99.41%        |
| Jun-2014                 | 99.41%        |
| May-2014                 | 99.50%        |
| Apr-2014                 | 99.53%        |
| Mar-2014                 | 99.72%        |
| Feb-2014                 | 99.66%        |
| Jan-2014                 | 99.72%        |
| Dec-2013                 | 99.67%        |
| Nov-2013                 | 99.58%        |
| Oct-2013                 | 99.53%        |
| Sep-2013                 | 99.52%        |
| 12 mo avg                | 99.53%        |

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)    |
| Post Day N - Review & Set-Aside | 98.00% | (TSA period)    |

**Estimated Bills**

| Granite State (electric) |               |
|--------------------------|---------------|
| System Level             | Company Level |
| Aug-2014                 | 0.74%         |
| Jul-2014                 | 2.65%         |
| Jun-2014                 | 1.26%         |
| May-2014                 | 0.90%         |
| Apr-2014                 | 1.07%         |
| Mar-2014                 | 1.29%         |
| Feb-2014                 | 1.46%         |
| Jan-2014                 | 1.27%         |
| Dec-2013                 | 1.30%         |
| Nov-2013                 | 1.23%         |
| Oct-2013                 | 1.43%         |
| Sep-2013                 | 1.70%         |
| 12 mo avg                | 1.36%         |

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)    |
| Post Day N - Review & Set-Aside | 2.00% | (TSA period)    |

**Bills with exceptions**

| Granite State (electric) |               |
|--------------------------|---------------|
| System Level             | Company Level |
| Aug-2014                 | N/A 0.33%     |
| Jul-2014                 | 1.67% 1.09%   |
| Jun-2014                 | 2.16% 0.73%   |
| May-2014                 | 1.53% 0.50%   |
| Apr-2014                 | 1.51% 0.57%   |
| Mar-2014                 | 1.68% 0.58%   |
| Feb-2014                 | 1.65% 0.66%   |
| Jan-2014                 | 1.02% 0.87%   |
| Dec-2013                 | 1.68% 0.90%   |
| Nov-2013                 | 0.84% 0.74%   |
| Oct-2013                 | 0.91% 0.69%   |
| Sep-2013                 | 0.77% 0.53%   |
| 12 mo avg                | 1.40% 0.68%   |

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             | Average + 20% | (TSA period)    |
| Post Day N - Review & Set-Aside | Average + 40% | (TSA period)    |

Liberty Utilities (EnergyNorth Natural Gas) Corp.  
5069 Customer Bills Metrics Performance  
For Month Ending August 31, 2014

Assessed values  
Reference values

**Billing Accuracy**

|                                 |        | <u>Energy North (gas)</u> |                      |
|---------------------------------|--------|---------------------------|----------------------|
|                                 |        | <u>System Level</u>       | <u>Company Level</u> |
| Aug-14                          |        | N/A                       | 99.96%               |
| Jul-14                          |        | N/A                       | 99.86%               |
| Jun-2014                        |        | N/A                       | 99.67%               |
| May-2014                        |        | N/A                       | 99.40%               |
| Apr-2014                        |        | N/A                       | 99.67%               |
| Mar-2014                        |        | 99.11%                    | 99.66%               |
| Feb-2014                        |        | 99.21%                    | 99.28%               |
| Jan-2014                        |        | 99.16%                    | 98.78%               |
| Dec-2013                        |        | 99.33%                    | 99.47%               |
| Nov-2013                        |        | 99.23%                    | 99.75%               |
| Oct-2013                        |        | 99.20%                    | 99.54%               |
| Sep-2013                        |        | 99.16%                    | 98.86%               |
| 12 mo avg                       |        | 99.20%                    | 99.49%               |
| <b>Goals:</b>                   |        |                           |                      |
| Pre Day N - Report              | 98.00% |                           | (12 mo rolling)      |
| Pre Day N - Review & Set-Aside  | 97.00% |                           | (12 mo rolling)      |
| Post Day N - Report             |        | Average - 1.0%            | (TSA period)         |
| Post Day N - Review & Set-Aside |        | Average - 5.0%            | (TSA period)         |

**Estimated Bills**

|                                 |       | <u>Energy North (gas)</u> |                      |
|---------------------------------|-------|---------------------------|----------------------|
|                                 |       | <u>System Level</u>       | <u>Company Level</u> |
| Aug-2014                        |       | N/A                       | 0.23%                |
| Jul-2014                        |       | N/A                       | 0.13%                |
| Jun-2014                        |       | N/A                       | 0.15%                |
| May-2014                        |       | N/A                       | 0.07%                |
| Apr-2014                        |       | N/A                       | 0.14%                |
| Mar-2014                        |       | 3.06%                     | 0.10%                |
| Feb-2014                        |       | 2.26%                     | 0.17%                |
| Jan-2014                        |       | 3.51%                     | 0.13%                |
| Dec-2013                        |       | 2.72%                     | 0.20%                |
| Nov-2013                        |       | 2.06%                     | 0.13%                |
| Oct-2013                        |       | 3.92%                     | 0.33%                |
| Sep-2013                        |       | 3.92%                     | 0.26%                |
| 12 mo avg                       |       | 3.06%                     | 0.17%                |
| <b>Goals:</b>                   |       |                           |                      |
| Pre Day N - Report              | 5.00% |                           | (12 mo rolling)      |
| Pre Day N - Review & Set-Aside  | 6.75% |                           | (12 mo rolling)      |
| Post Day N - Report             |       | Average + 20%             | (TSA period)         |
| Post Day N - Review & Set-Aside |       | Average + 40%             | (TSA period)         |

**Bills with exceptions**

|                                 |       | <u>Energy North (gas)</u> |                      |
|---------------------------------|-------|---------------------------|----------------------|
|                                 |       | <u>System Level</u>       | <u>Company Level</u> |
| Aug-2014                        |       | N/A                       | 0.62%                |
| Jul-2014                        |       | N/A                       | 1.18%                |
| Jun-2014                        |       | N/A                       | 0.43%                |
| May-2014                        |       | N/A                       | 0.47%                |
| Apr-2014                        |       | N/A                       | 0.31%                |
| Mar-2014                        |       | 2.58%                     | 0.51%                |
| Feb-2014                        |       | 2.56%                     | 0.76%                |
| Jan-2014                        |       | 2.53%                     | 0.57%                |
| Dec-2013                        |       | 2.62%                     | 1.17%                |
| Nov-2013                        |       | 3.24%                     | 0.85%                |
| Oct-2013                        |       | 2.67%                     | 0.46%                |
| Sep-2013                        |       | 3.12%                     | 1.43%                |
| 12 mo avg                       |       | 2.76%                     | 0.73%                |
| <b>Goals:</b>                   |       |                           |                      |
| Pre Day N - Report              | 3.80% |                           | (12 mo rolling)      |
| Pre Day N - Review & Set-Aside  | 4.40% |                           | (12 mo rolling)      |
| Post Day N - Report             |       | Average + 20%             | (TSA period)         |
| Post Day N - Review & Set-Aside |       | Average + 40%             | (TSA period)         |