

Liberty Utilities (Granite State Electric) Corp.
5068 Customer Bills Metrics Performance
For Month Ending June 30, 2015

Assessed values

Reference values

Billing Accuracy

Granite State (electric)		
	System Level	Company Level
Jun-2015		99.66%
May-2015		99.11%
Apr-2015		99.25%
Mar-2015		98.71%
Feb-2015		98.21%
Jan-2015		99.04%
Dec-2014		98.47%
Nov-2014		99.61%
Oct-2014		98.12%
Sep-2014		99.92%
Aug-2014		99.09%
Jul-2014		99.41%
12 mo avg		99.05%
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
Jun-2015		1.00%
May-2015		0.87%
Apr-2015		1.44%
Mar-2015		1.45%
Feb-2015		4.46%
Jan-2015		1.43%
Dec-2014		1.07%
Nov-2014		0.54%
Oct-2014		0.45%
Sep-2014		0.68%
Aug-2014		0.74%
Jul-2014		2.65%
12 mo avg		1.40%
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
Jun-2015	N/A	0.46%
May-2015	N/A	0.54%
Apr-2015	N/A	0.48%
Mar-2015	N/A	0.88%
Feb-2015	N/A	1.46%
Jan-2015	N/A	3.11%
Dec-2014	N/A	1.08%
Nov-2014	N/A	0.66%
Oct-2014	N/A	0.99%
Sep-2014	N/A	0.43%
Aug-2014	N/A	0.33%
Jul-2014	1.67%	1.09%
12 mo avg	1.67%	0.96%
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)

Note - Bills with Exceptions: "Bills with exceptions continue to trend downward, with very good performance over the last four months. Notwithstanding this improved performance, the 12-month rolling average met the Review & Set-Aside target by 0.01%; however, it continues to be below the Report target by 0.13 %. The reason for the failure to meet the target was due to 1) the increased number of exceptions in the month of January associated with three summary bills and 2) the increased number of no read exceptions (demand meters) due to the weather. The months of January & February added 0.38% to the 12-month rolling average performance"

Liberty Utilities (EnergyNorth Natural Gas) Corp.
5069 Customer Bills Metrics Performance
For Month Ending June 30, 2015

Assessed values
Reference values

Billing Accuracy

		<u>Energy North (gas)</u>	
		<u>System Level</u>	<u>Company Level</u>
Jun-2015		N/A	99.91%
May-2015		N/A	99.83%
Apr-2015		N/A	99.88%
Mar-2015		N/A	98.96%
Feb-2015		N/A	99.78%
Jan-2015		N/A	99.05%
Dec-2014		N/A	99.94%
Nov-2014		N/A	99.97%
Oct-2014		N/A	99.92%
Sep-2014		N/A	99.94%
Aug-2014		N/A	99.96%
Jul-2014		N/A	99.86%
ENNG Specific Avg - Transition Pd.		#DIV/0!	99.75%
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

		<u>Energy North (gas)</u>	
		<u>System Level</u>	<u>Company Level</u>
Jun-2015		N/A	0.15%
May-2015		N/A	0.90%
Apr-2015		N/A	0.07%
Mar-2015		N/A	0.10%
Feb-2015		N/A	0.19%
Jan-2015		N/A	0.17%
Dec-2014		N/A	0.51%
Nov-2014		N/A	0.23%
Oct-2014		N/A	0.13%
Sep-2014		N/A	0.19%
Aug-2014		N/A	0.23%
Jul-2014		N/A	0.13%
ENNG Specific Avg - Transition Pd.		#DIV/0!	0.25%
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

		<u>Energy North (gas)</u>	
		<u>System Level</u>	<u>Company Level</u>
Jun-15		N/A	0.78%
May-15		N/A	0.56%
Apr-15		N/A	0.35%
Mar-15		N/A	0.88%
Feb-15		N/A	1.20%
Jan-15		N/A	0.87%
Dec-14		N/A	0.86%
Nov-14		N/A	0.88%
Oct-14		N/A	0.37%
Sep-2014		N/A	0.57%
Aug-2014		N/A	0.62%
Jul-2014		N/A	1.18%
ENNG Specific Avg - Transition Pd.		#DIV/0!	0.76%
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)