

**Liberty Utilities (Granite State Electric) Corp.**  
5068 Customer Bills Metrics Performance  
For Month Ending October 31, 2015

Assessed values  
Reference values

**Billing Accuracy**

Granite State (electric)	
System Level	Company Level
Oct-2015	99.88%
Sep-2015	99.58%
Aug-2015	99.72%
Jul-2015	99.83%
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%
12 mo avg	99.26%
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
Oct-2015	0.51%
Sep-2015	0.53%
Aug-2015	0.63%
Jul-2015	0.85%
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%
12 mo avg	1.23%
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
Oct-2015	0.18%
Sep-2015	0.40%
Aug-2015	0.47%
Jul-2015	0.22%
Jun-2015	0.46%
May-2015	0.54%
Apr-2015	0.48%
Mar-2015	0.88%
Feb-2015	1.46%
Jan-2015	3.11%
Dec-2014	1.08%
Nov-2014	0.66%
12 mo avg	0.83%
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:** The bills with exception performance continues to track with very good performance over the last eight months. The 12-month rolling average met the Review & Set-Aside target by 0.14%; however, the Report target came in at .83%. 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.

**Liberty Utilities (EnergyNorth Natural Gas) Corp.**  
5069 Customer Bills Metrics Performance  
For Month Ending October 31, 2015

Assessed values
Reference values

**Billing Accuracy**

	Energy North (gas)	
	System Level	Company Level
Oct-2015	N/A	99.86%
Sep-2015	N/A	99.63%
Aug-2015	N/A	99.85%
Jul-2015	N/A	99.95%
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%

ENNG Specific Avg - Transition Pd. #REF! 99.72%

<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	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
Oct-2015	N/A	0.59%
Sep-2015	N/A	0.10%
Aug-2015	N/A	0.04%
Jul-2015	N/A	0.09%
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%

ENNG Specific Avg - Transition Pd. #REF! 0.26%

<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	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
Oct-15	N/A	0.19%
Sep-15	N/A	0.37%
Aug-15	N/A	0.37%
Jul-15	N/A	0.34%
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%

ENNG Specific Avg - Transition Pd. #REF! 0.64%

<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	1.93%	(TSA period + 365 Days)
Post Day N - Review & Set-Aside	2.26%	(TSA period + 365 Days)