Assessed values Reference values

Reference values			
Billing Accuracy			
	Granite State (ele		
	System Level	Company Level	
Oct-2015 Sep-2015		99.88% 99.58%	
Aug-2015		99.56% 99.72%	
Jul-2015		99.83%	
Jun-2015		99.66%	
May-2015		99.11%	
Apr-2015		99.25%	
Mar-2015		98.71%	
Feb-2015 Jan-2015		98.21% 99.04%	
Dec-2014		98.47%	
Nov-2014		99.61%	
12 mo avg		99.26%	
•			
Goals: Pre Day N - Report		00 00%	(12 mo rolling)
Pre Day N - Report Pre Day N - Review & Set-Aside			(12 mo rolling)
Post Day N - Report			(TSA period + 365 Days)
Post Day N - Review & Set-Aside			(TSA period + 365 Days)
Fatimated Bills			
Estimated Bills			
	Granite State (ele		
	System Level	Company Level	
Oct-2015		0.51%	
Sep-2015 Aug-2015		0.53% 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 Dec-2014		1.43% 1.07%	
Nov-2014		0.54%	
12 mo avg		1.23%	· •
12 mo avg		1.2376	-
Goals:			
Pre Day N - Report			(12 mo rolling)
Pre Day N - Review & Set-Aside			(12 mo rolling)
Post Day N - Report Post Day N - Review & Set-Aside			(TSA period + 365 Days) (TSA period + 365 Days)
. sot bay it Honow & Got-Maide		2.00/8	(. S. (poriou / 300 Days)
Bills with exceptions			
	Granite State (ele	ectric)	
		Company Level	
Oct-2015	N/A	0.18%	
Sep-2015	N/A	0.40%	
Aug-2015	N/A	0.47%	
Jul-2015	N/A	0.22%	
Jun-2015	N/A		
May-2015 Apr-2015	N/A N/A		
Mar-2015	N/A N/A		
Feb-2015	N/A		
Jan-2015	N/A		
Dec-2014	N/A	1.08%	
Nov-2014	N/A	0.66%	
12 mo avg	#DIV/0!	0.83%	
Goals:			
Goals: Pre Day N - Report	0.80%		(12 mo rolling)
Goals: Pre Day N - Report Pre Day N - Review & Set-Aside	0.80% 1.00%		(12 mo rolling) (12 mo rolling)
Pre Day N - Report	0.80% 1.00%	0.83%	(12 mo rolling) (12 mo rolling) (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			
Dinning Accuracy			
	N	- \	
	Energy North (gas System Level	<u>Company Level</u>	
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%	
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			(TSA period + 365 Days)
Post Day N - Review & Set-Aside		94.54%	(TSA period + 365 Days)
Estimated Bills			
<u>Estimated Dins</u>			
	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%	
,			
, ,			
Goals:	5.00%		(12 mo rolling)
Goals: Pre Day N - Report	5.00% 6.75%		(12 mo rolling)
Goals: Pre Day N - Report Pre Day N - Review & Set-Aside	5.00% 6.75%	2 41%	(12 mo rolling)
Goals: Pre Day N - Report			
Goals: Pre Day N - Report Pre Day N - Review & Set-Aside Post Day N - Report Post Day N - Review & Set-Aside			(12 mo rolling) (TSA period + 365 Days)
Goals: Pre Day N - Report Pre Day N - Review & Set-Aside Post Day N - Report			(12 mo rolling) (TSA period + 365 Days)
Goals: Pre Day N - Report Pre Day N - Review & Set-Aside Post Day N - Report Post Day N - Review & Set-Aside	6.75% Energy North (gas	2.81%	(12 mo rolling) (TSA period + 365 Days)
Goals: Pre Day N - Report Pre Day N - Review & Set-Aside Post Day N - Report Post Day N - Review & Set-Aside Bills with exceptions	6.75% Energy North (ga: System Level	2.81% S) Company Level	(12 mo rolling) (TSA period + 365 Days)
Goals: Pre Day N - Report Pre Day N - Review & Set-Aside Post Day N - Report Post Day N - Review & Set-Aside Bills with exceptions Oct-15	6.75% Energy North (gas System Level N/A	2.81% s) Company Level 0.19%	(12 mo rolling) (TSA period + 365 Days)
Goals: Pre Day N - Report Pre Day N - Review & Set-Aside Post Day N - Report Post Day N - Review & Set-Aside Bills with exceptions Oct-15 Sep-15	Energy North (gas System Level N/A N/A	2.81% S) Company Level 0.19% 0.37%	(12 mo rolling) (TSA period + 365 Days)
Goals: Pre Day N - Report Pre Day N - Review & Set-Aside Post Day N - Report Post Day N - Review & Set-Aside Bills with exceptions Oct-15 Sep-15 Aug-15	Energy North (gas System Level N/A N/A	2.81% S) Company Level 0.19% 0.37% 0.37%	(12 mo rolling) (TSA period + 365 Days)
Goals: Pre Day N - Report Pre Day N - Review & Set-Aside Post Day N - Report Post Day N - Review & Set-Aside Bills with exceptions Oct-15 Sep-15 Aug-15 Jul-15	Energy North (ga: System Level N/A N/A N/A N/A	2.81% S) Company Level 0.19% 0.37% 0.37% 0.34%	(12 mo rolling) (TSA period + 365 Days)
Goals: Pre Day N - Report Pre Day N - Review & Set-Aside Post Day N - Review & Set-Aside Post Day N - Review & Set-Aside Bills with exceptions Oct-15 Sep-15 Aug-15 Jul-15 Jun-15	Energy North (ga: System Level N/A N/A N/A N/A N/A	2.81% S) Company Level 0.19% 0.37% 0.37% 0.34% 0.78%	(12 mo rolling) (TSA period + 365 Days)
Goals: Pre Day N - Report Pre Day N - Review & Set-Aside Post Day N - Report Post Day N - Review & Set-Aside Bills with exceptions Oct-15 Sep-15 Aug-15 Jul-15 Jun-15 May-15	Energy North (gas System Level N/A N/A N/A N/A N/A	2.81% S) Company Level 0.19% 0.37% 0.37% 0.34% 0.78% 0.56%	(12 mo rolling) (TSA period + 365 Days)
Goals: Pre Day N - Report Pre Day N - Review & Set-Aside Post Day N - Report Post Day N - Review & Set-Aside Bills with exceptions Oct-15 Sep-15 Aug-15 Jul-15 Jun-15 May-15 Apr-15	Energy North (gas System Level N/A N/A N/A N/A N/A N/A	2.81% S) Company Level 0.19% 0.37% 0.34% 0.78% 0.56% 0.56% 0.35%	(12 mo rolling) (TSA period + 365 Days)
Goals: Pre Day N - Report Pre Day N - Review & Set-Aside Post Day N - Report Post Day N - Review & Set-Aside Bills with exceptions Oct-15 Sep-15 Aug-15 Jun-15 May-15 Apr-15 Mar-15	Energy North (ga: System Level N/A N/A N/A N/A N/A N/A	2.81% S) Company Level 0.19% 0.37% 0.37% 0.34% 0.78% 0.56% 0.35% 0.88%	(12 mo rolling) (TSA period + 365 Days)
Goals: Pre Day N - Report Pre Day N - Review & Set-Aside Post Day N - Review & Set-Aside Bills with exceptions Oct-15 Sep-15 Aug-15 Jun-15 May-15 Apr-15 Mar-15 Feb-15	Energy North (ga: System Level N/A N/A N/A N/A N/A N/A N/A N/A	2.81% Company Level 0.19% 0.37% 0.37% 0.34% 0.78% 0.56% 0.35% 0.88% 1.20%	(12 mo rolling) (TSA period + 365 Days)
Goals: Pre Day N - Report Pre Day N - Review & Set-Aside Post Day N - Report Post Day N - Review & Set-Aside Bills with exceptions Oct-15 Sep-15 Aug-15 Jul-15 May-15 Apr-15 Mar-15 Feb-15 Jan-15	Energy North (gas System Level N/A N/A N/A N/A N/A N/A N/A N/A	2.81% S) Company Level 0.19% 0.37% 0.37% 0.34% 0.78% 0.56% 0.85% 0.88% 1.20% 0.87%	(12 mo rolling) (TSA period + 365 Days)
Goals: Pre Day N - Report Pre Day N - Review & Set-Aside Post Day N - Report Post Day N - Review & Set-Aside Bills with exceptions Oct-15 Sep-15 Aug-15 Jun-15 May-15 Apr-15 Mar-15 Feb-15 Jan-15 Dec-14	Energy North (gas System Level N/A N/A N/A N/A N/A N/A N/A N/A N/A	2.81% S) Company Level 0.19% 0.37% 0.34% 0.78% 0.56% 0.85% 0.88% 1.20% 0.87% 0.86%	(12 mo rolling) (TSA period + 365 Days)
Goals: Pre Day N - Report Pre Day N - Review & Set-Aside Post Day N - Report Post Day N - Review & Set-Aside Bills with exceptions Oct-15 Sep-15 Aug-15 Jul-15 Jul-15 May-15 Apr-15 Mar-15 Feb-15 Jan-15 Dec-14 Nov-14	Energy North (ga: System Level N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	2.81% Company Level 0.19% 0.37% 0.37% 0.34% 0.78% 0.56% 0.88% 1.20% 0.87% 0.86% 0.88%	(12 mo rolling) (TSA period + 365 Days)
Goals: Pre Day N - Report Pre Day N - Review & Set-Aside Post Day N - Report Post Day N - Review & Set-Aside Bills with exceptions Oct-15 Sep-15 Aug-15 Jun-15 May-15 Apr-15 Mar-15 Feb-15 Jan-15 Dec-14	Energy North (gas System Level N/A N/A N/A N/A N/A N/A N/A N/A N/A	2.81% S) Company Level 0.19% 0.37% 0.34% 0.78% 0.56% 0.85% 0.88% 1.20% 0.87% 0.86%	(12 mo rolling) (TSA period + 365 Days)
Goals: Pre Day N - Report Pre Day N - Review & Set-Aside Post Day N - Report Post Day N - Review & Set-Aside Bills with exceptions Oct-15 Sep-15 Aug-15 Jul-15 Jun-15 May-15 Apr-15 Mar-15 Feb-15 Jan-15 Dec-14 Nov-14 ENNG Specific Avg - Transition Pd. Goals:	Energy North (gas System Level N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	2.81% Company Level 0.19% 0.37% 0.37% 0.34% 0.78% 0.56% 0.88% 1.20% 0.87% 0.86% 0.88%	(12 mo rolling) (TSA period + 365 Days) (TSA period + 365 Days)
Goals: Pre Day N - Report Pre Day N - Review & Set-Aside Post Day N - Report Post Day N - Review & Set-Aside Bills with exceptions Oct-15 Sep-15 Aug-15 Jul-15 Jun-15 May-15 Apr-15 Mar-15 Feb-15 Jan-15 Dec-14 Nov-14 ENNG Specific Avg - Transition Pd. Goals: Pre Day N - Report	Energy North (ga: System Level N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	2.81% Company Level 0.19% 0.37% 0.37% 0.34% 0.78% 0.56% 0.88% 1.20% 0.87% 0.86% 0.88%	(12 mo rolling) (TSA period + 365 Days) (TSA period + 365 Days)
Goals: Pre Day N - Report Pre Day N - Review & Set-Aside Post Day N - Report Post Day N - Review & Set-Aside Bills with exceptions Oct-15 Sep-15 Aug-15 Jul-15 Jun-15 May-15 Apr-15 Mar-15 Feb-15 Jan-15 Dec-14 Nov-14 ENNG Specific Avg - Transition Pd. Goals: Pre Day N - Report Pre Day N - Review & Set-Aside	Energy North (gas System Level N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	2.81% Company Level 0.19% 0.37% 0.37% 0.34% 0.78% 0.56% 0.35% 0.88% 1.20% 0.87% 0.86% 0.88%	(12 mo rolling) (TSA period + 365 Days) (TSA period + 365 Days) (TSA period + 365 Days) (12 mo rolling) (12 mo rolling)
Goals: Pre Day N - Report Pre Day N - Review & Set-Aside Post Day N - Report Post Day N - Review & Set-Aside Bills with exceptions Oct-15 Sep-15 Aug-15 Jul-15 Jun-15 Mar-15 Feb-15 Jan-15 Dec-14 Nov-14 ENNG Specific Avg - Transition Pd. Goals: Pre Day N - Report	Energy North (ga: System Level N/A N/A N/A N/A N/A N/A N/A N/A N/A N/A	2.81% S) Company Level 0.19% 0.37% 0.34% 0.78% 0.56% 0.85% 0.88% 1.20% 0.86% 0.86% 0.86%	(12 mo rolling) (TSA period + 365 Days) (TSA period + 365 Days)