

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

Assessed values
Reference values

Billing Accuracy

Granite State (electric)		
	System Level	Company Level
Dec-2015		99.98%
Nov-2015		99.97%
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%
12 mo avg		99.41%
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
Dec-2015		0.33%
Nov-2015		0.41%
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%
12 mo avg		1.16%
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
Dec-2015	N/A	0.21%
Nov-2015	N/A	0.12%
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	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%
12 mo avg	#DIV/0!	0.71%
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 December 31, 2015

Assessed values
Reference values

Billing Accuracy

Energy North (gas)		
	System Level	Company Level
Dec-2015	N/A	99.65%
Nov-2015	N/A	99.44%
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%
ENNG Specific Avg - Transition Pd.	#REF!	99.65%
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
Dec-2015	N/A	0.06%
Nov-2015	N/A	0.05%
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%
ENNG Specific Avg - Transition Pd.	#REF!	0.21%
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
Dec-2015	N/A	0.21%
Nov-15	N/A	0.30%
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%
ENNG Specific Avg - Transition Pd.	#REF!	0.54%
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)